The Consumer Complaint Register (CCR) - Serbia

User Manual

Document v0.90

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Software Engineer

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1 INTRODUCTION

The Consumer Complaint Register (CCR) as an application is the IT Platform that supports the operation of the CCR as a system.

The application is a centralised information system that provides the platform for:

- The registration of Consumer Requests and maintaining of common databases at National Level;
- Handling of Consumer Enquiries/Complaints as well as Consumer Disputes utilising a unified platform;
- Analysis of Data for Administrative Reporting and Policy Making Statistics, on the basis of nation-wide data, accessible to a variety of Users in public and/or private institutions;
- Direct and full compatibility with the European Consumer Complaint Registration System (ECCRS) to which it can export data on a yearly basis;
- The maintenance of a historic Archive of information;

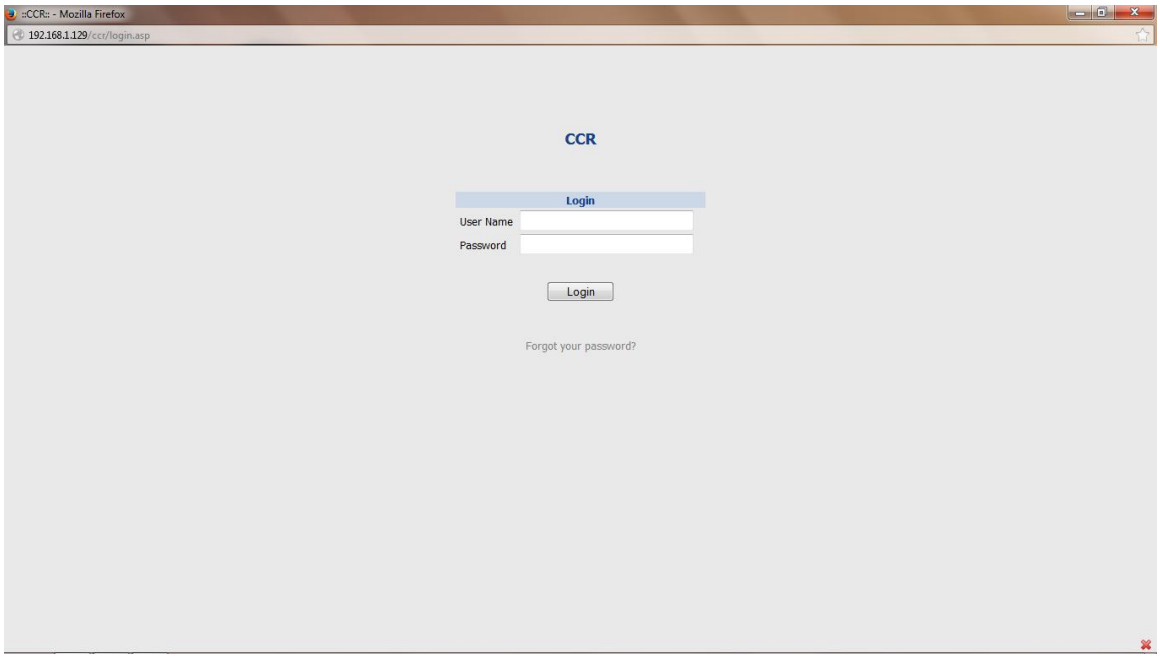
The information system also puts in place a nation-wide structured network of Bodies allowing them to interact electronically in the frame of their cooperation in the CCR.

2 THE WORKSPACE

2.1 Overall

2.1.1 Logging-in

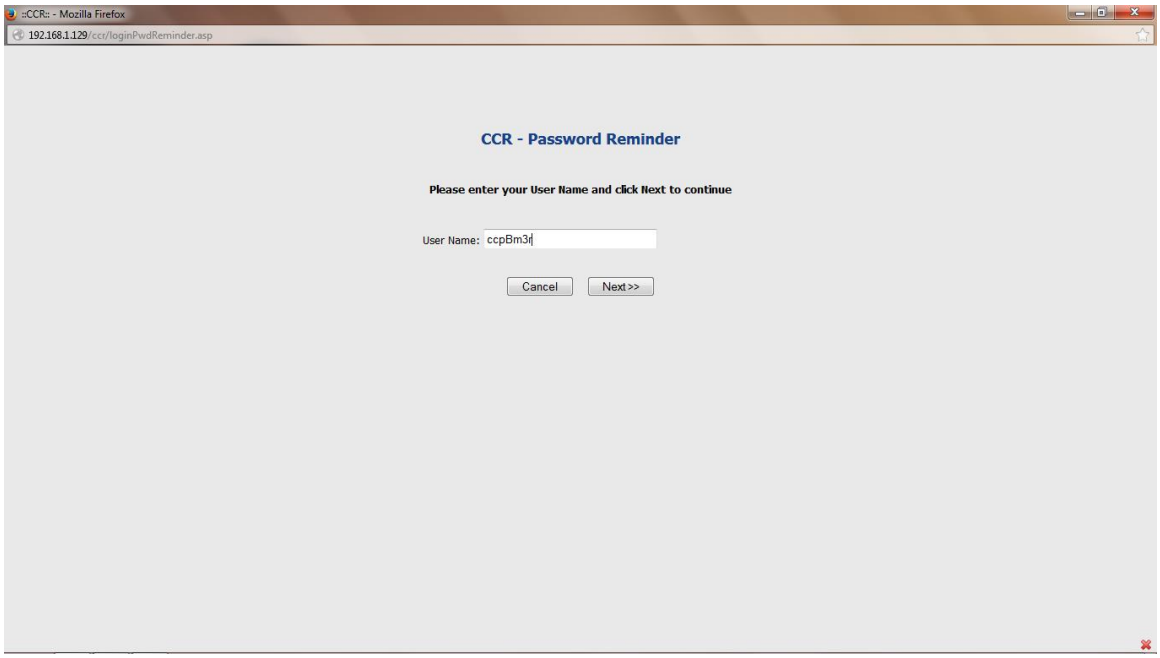
Access to the main system is via an Authentication Mechanism. Thus, the User is required to provide an ID and a Password in order to login and access the system functions and data.



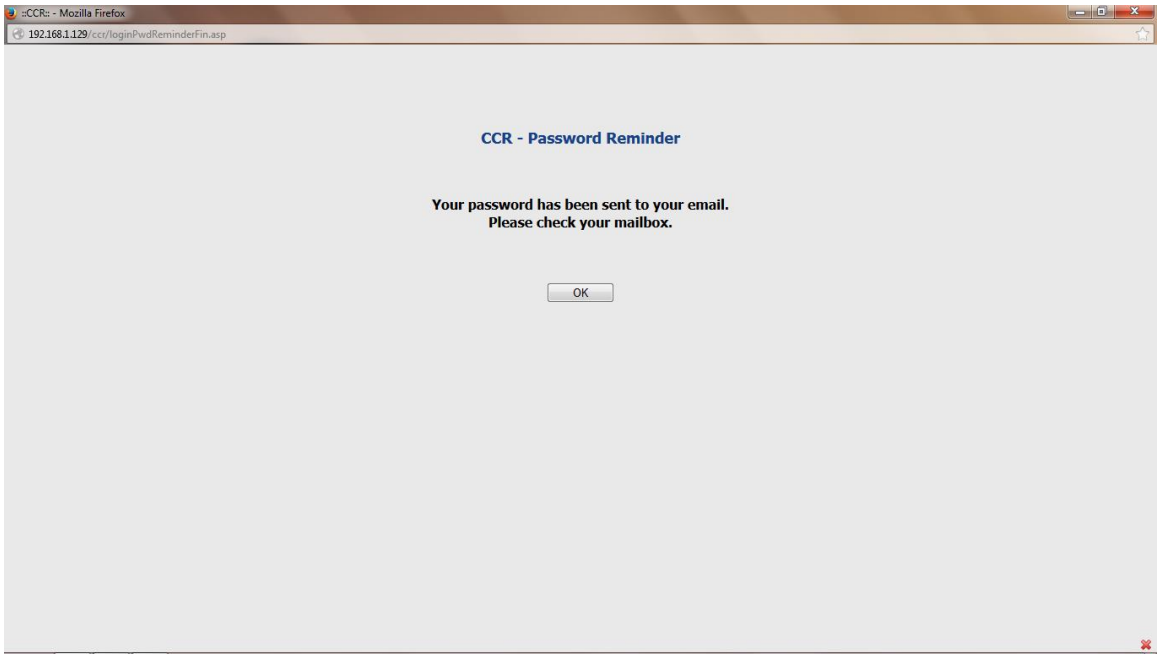
2.1.2 Password Reminder

The system provides a Password Reminder function to confront cases when a User has forgotten his/her password.

On the Log-in Screen click on *Did you forget your passord?*. The system will display the Password Reminder Screen.



Fill-in your Login ID and hit *Next*..



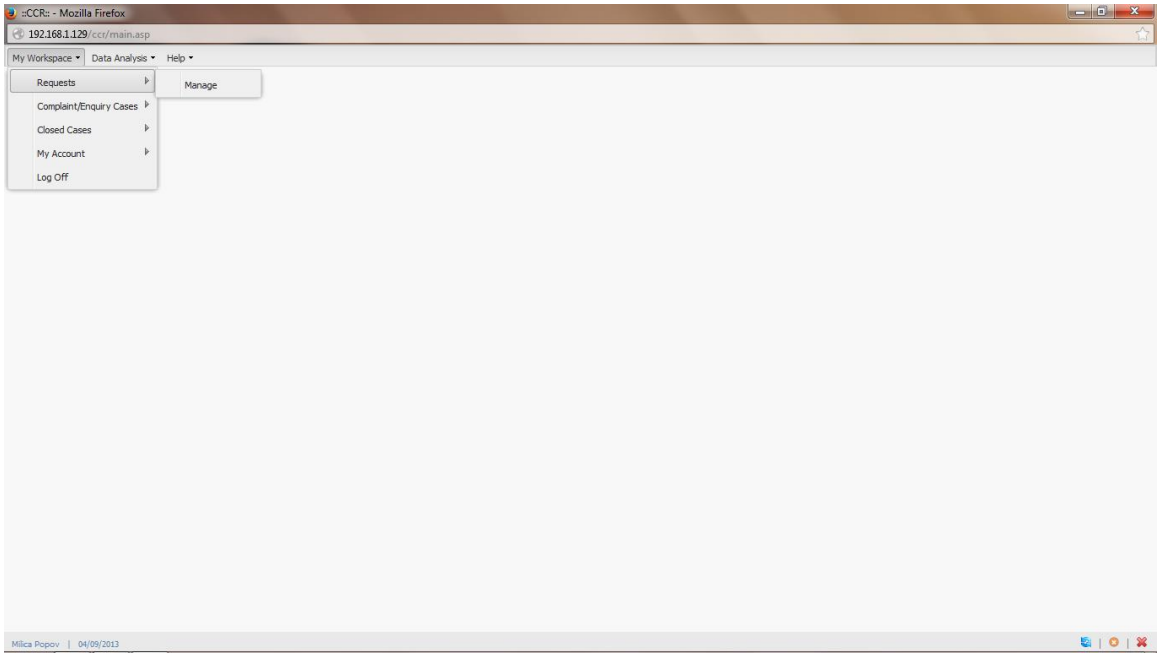
The system will email your Password to the email address stored in your Profile.

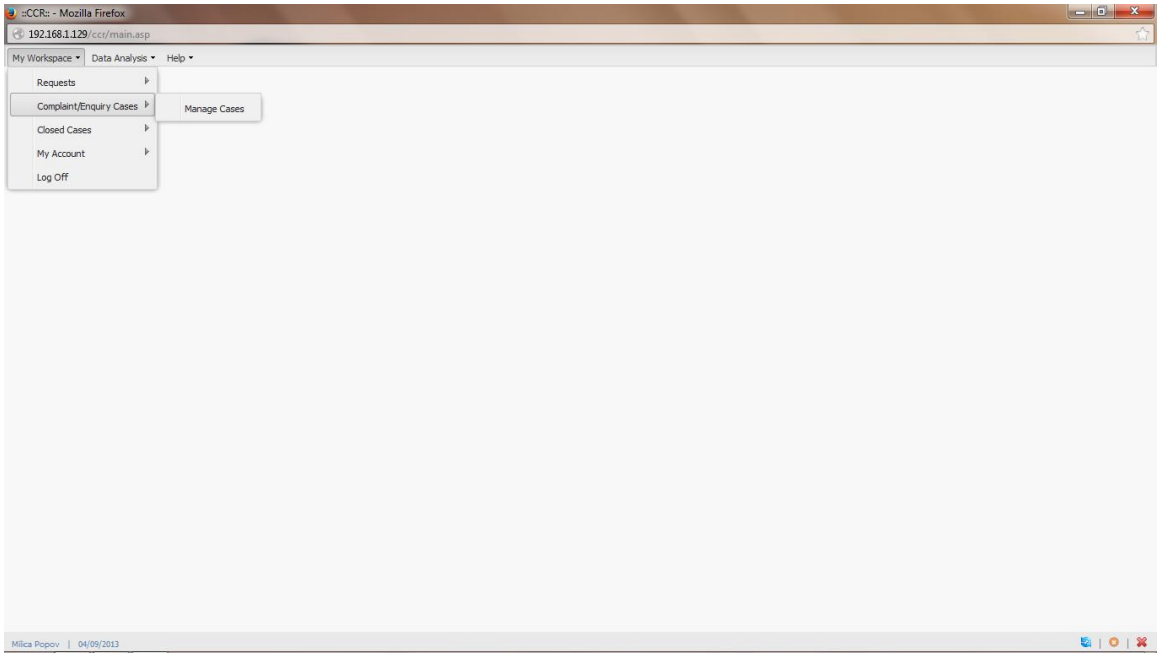
2.2 Users in a Consumer Contact Point (CCP)

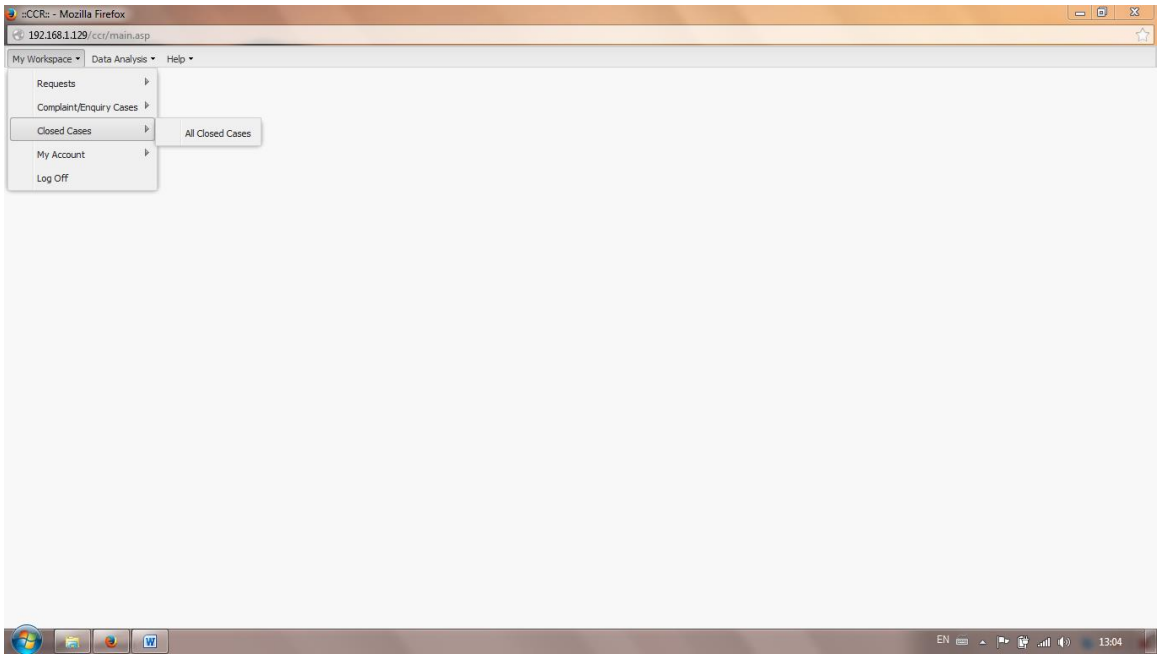
2.2.1 The Workspace of a CCP Manager

The Workspace of a Manager in a Consumer Contact Point provides access to a specific set of functions of the CCR via the Menu Items available to this Role as shown in the screenshots below.

In general these functions allow the Manager of a CCP to access and manage Requests and Cases of his/her Unit, prepare local Reports and Statistics, access his/her User Profile as well as an On-line User Manual and Log-Off the system when done.



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My Workspace
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Complaint/Enquiry Cases
Closed Cases
My Account
Log Off
All Closed Cases
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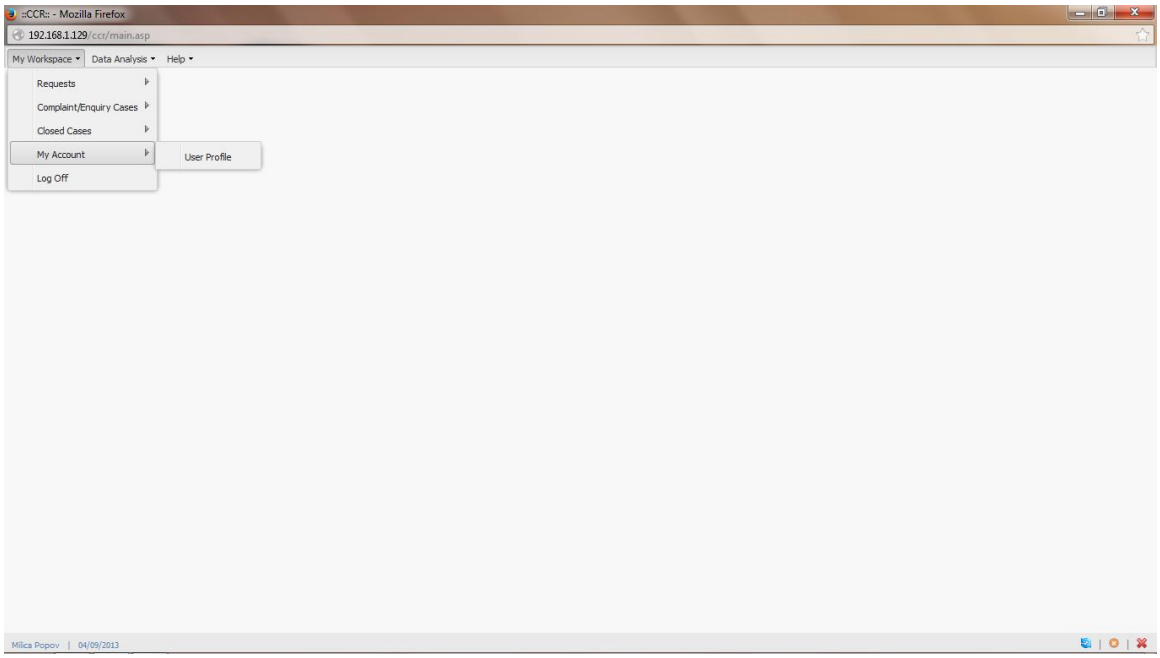
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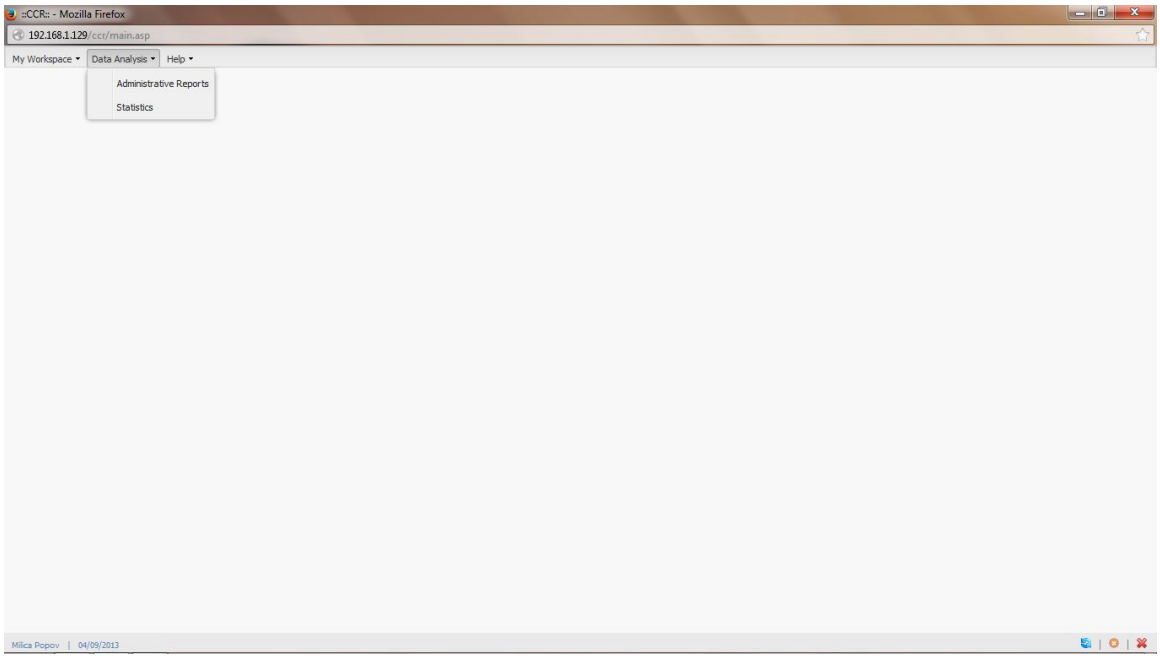
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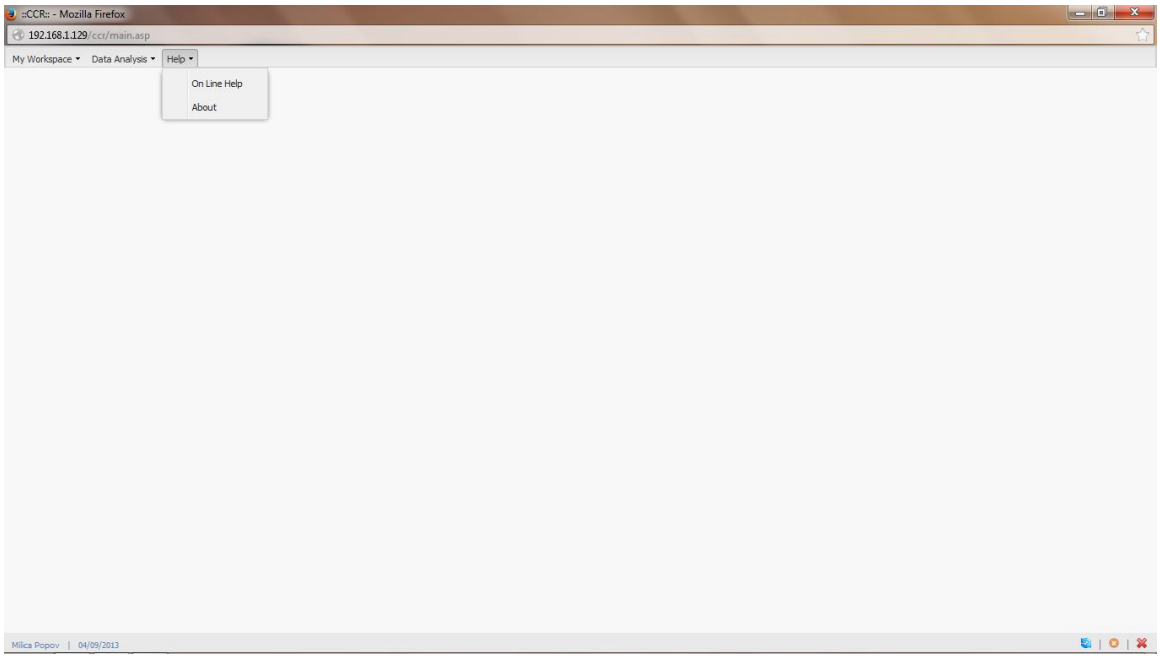
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My Workspace
Data Analysis
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On Line Help
About
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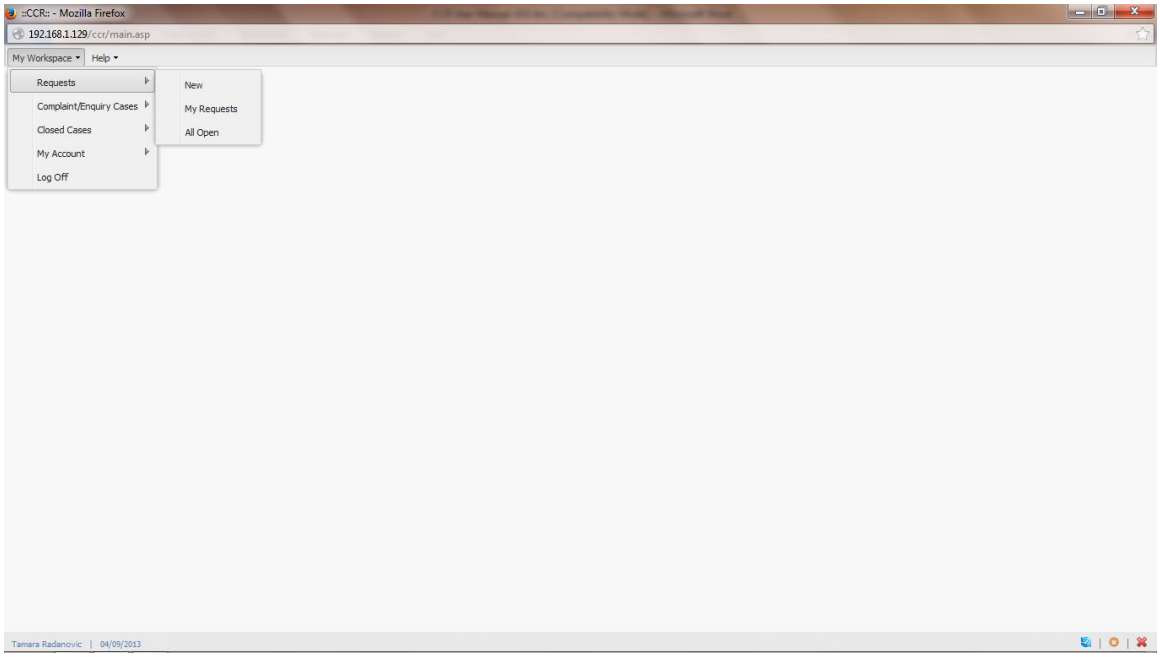
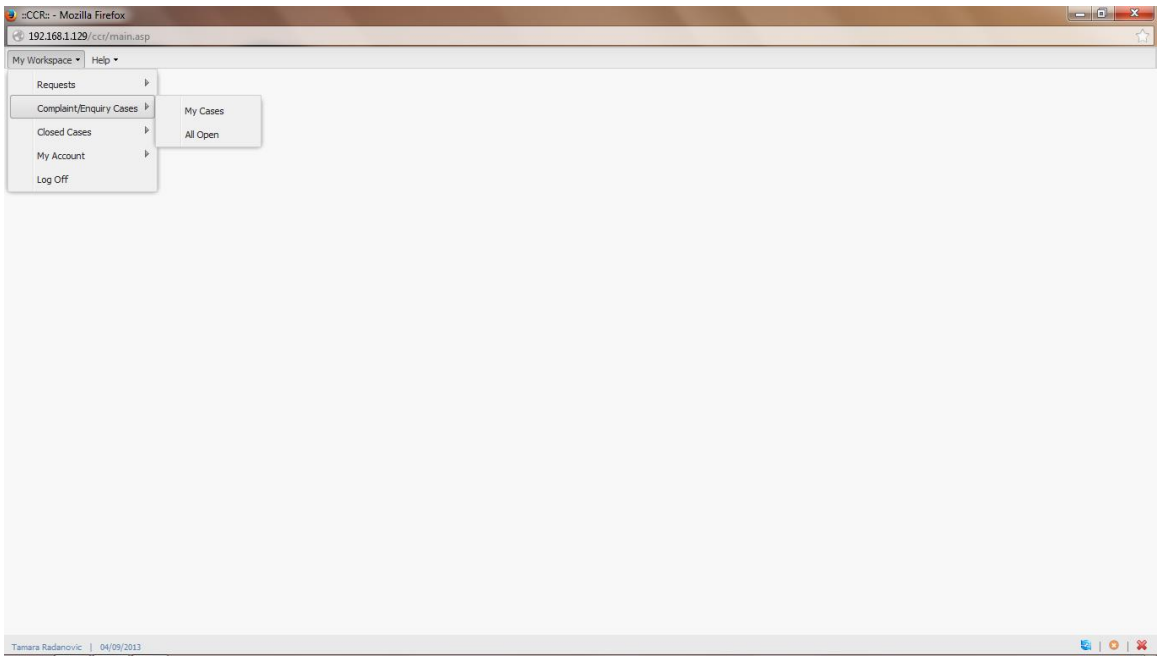
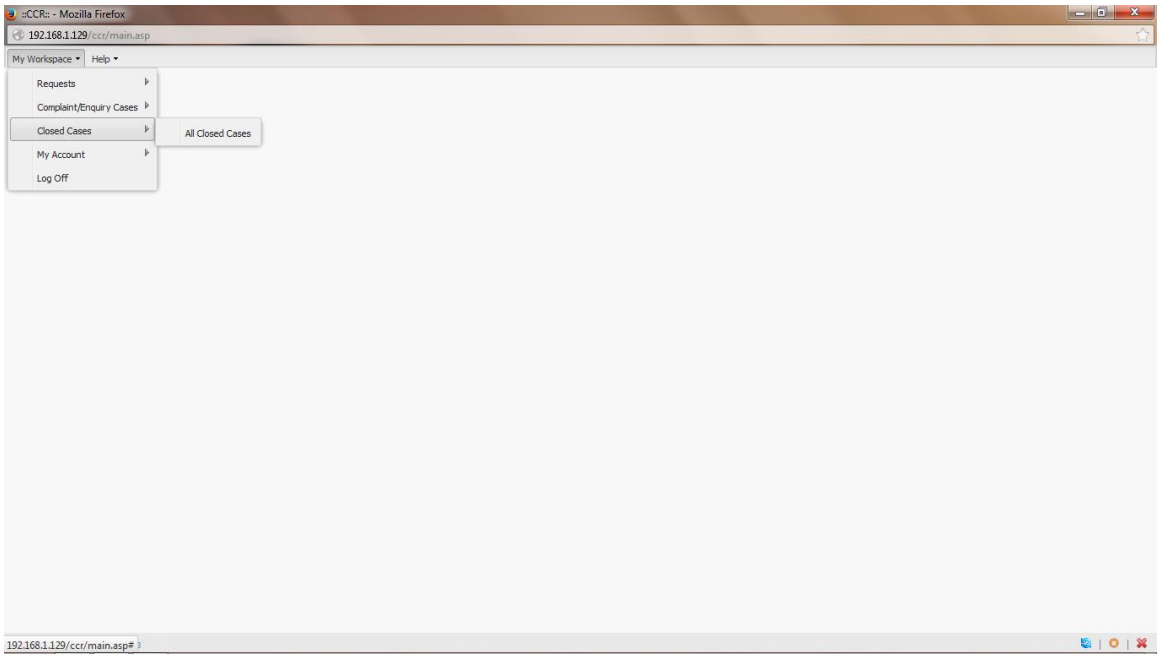
2.2.2 The Workspace of a CCP Consultant

The Workspace of a Consultant in a Consumer Contact Point provides access to a specific set of functions of the CCR via the Menu Items available to this Role as shown in the screenshots below.

In general these functions allow the Consultant of a CCP to submit New Consumer Requests, access and handle Requests and Cases allocated to him/her, view Requests or Cases allocated to other Consultants in the same Unit, access his/her User Profile as well as an On-line User Manual and Log-Off the system when done.



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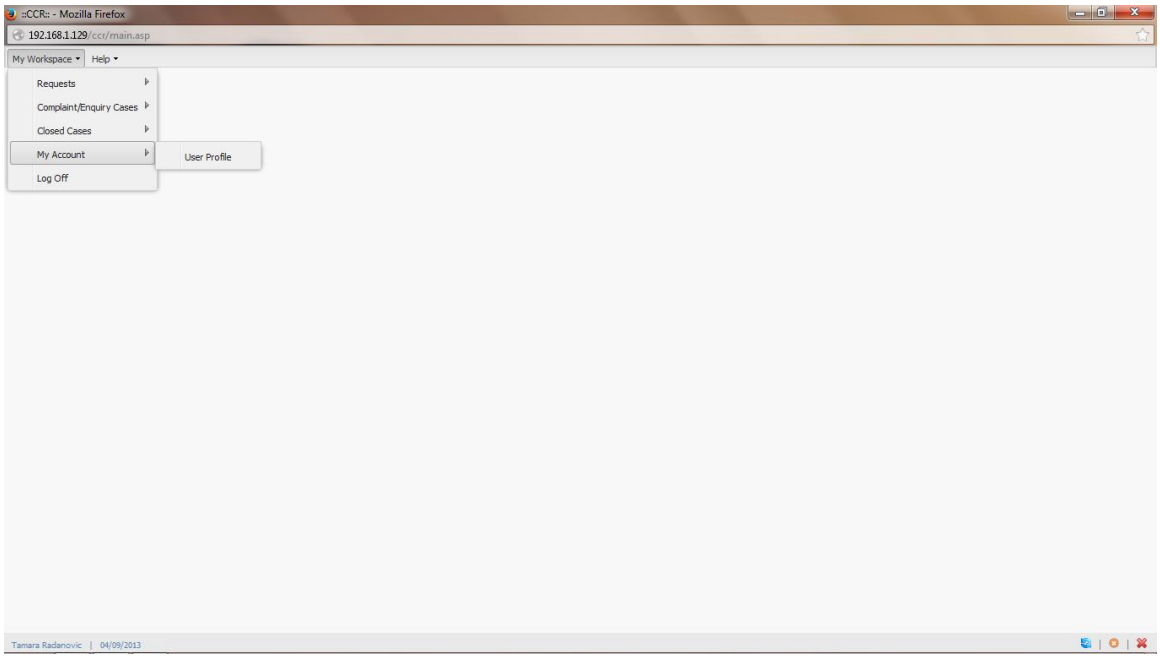
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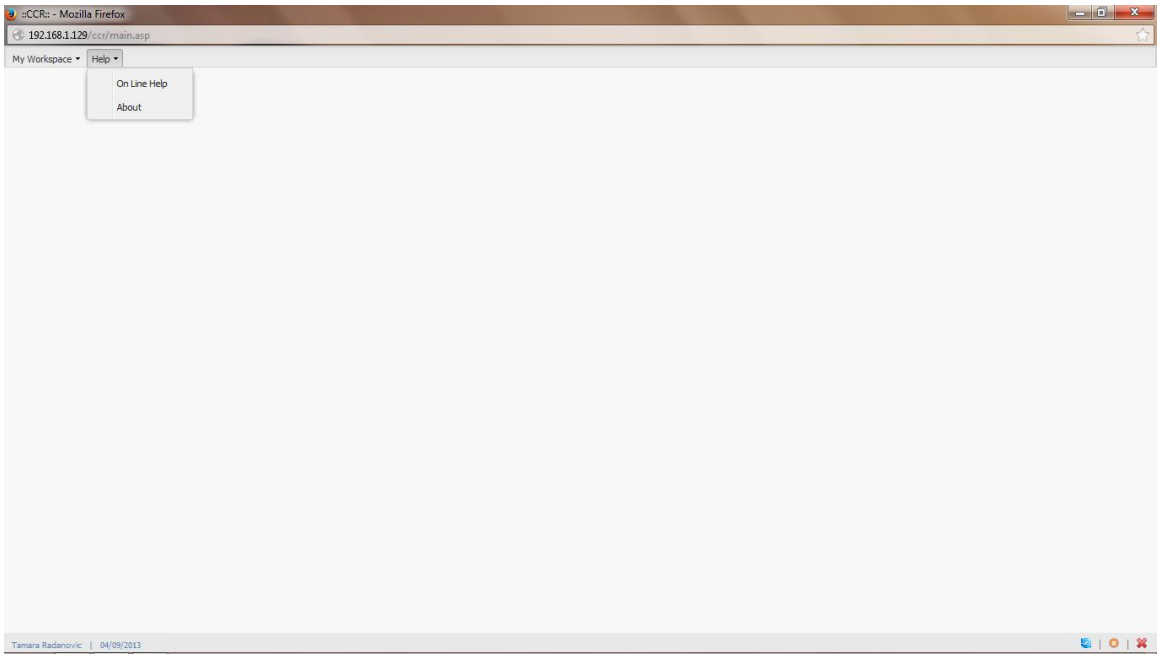
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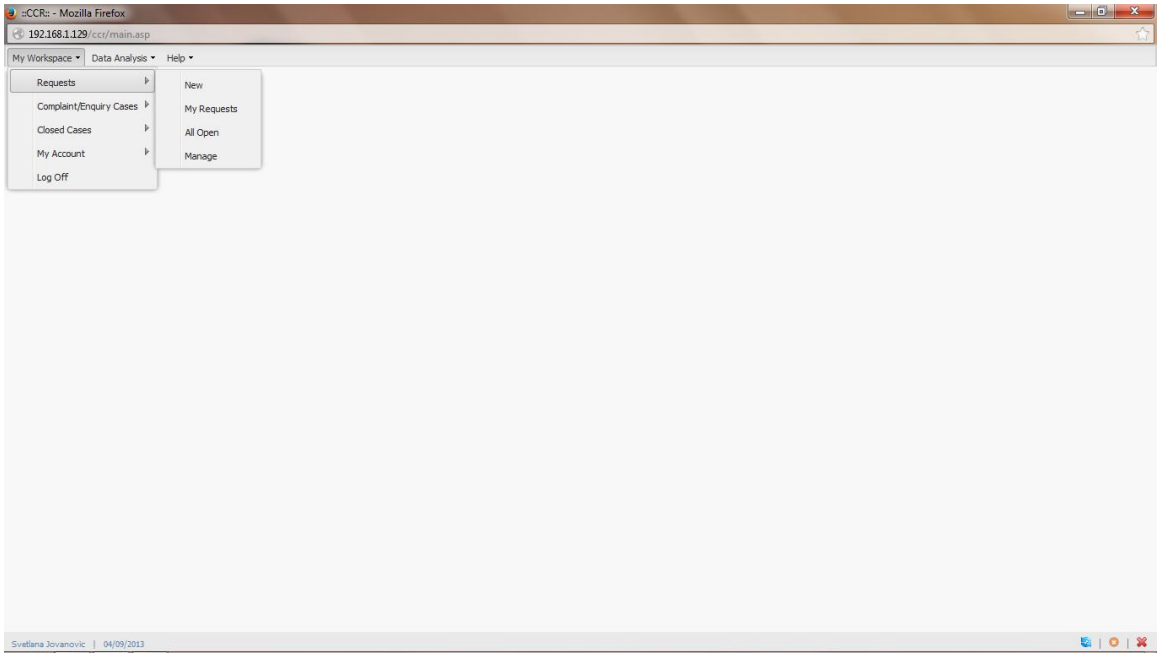
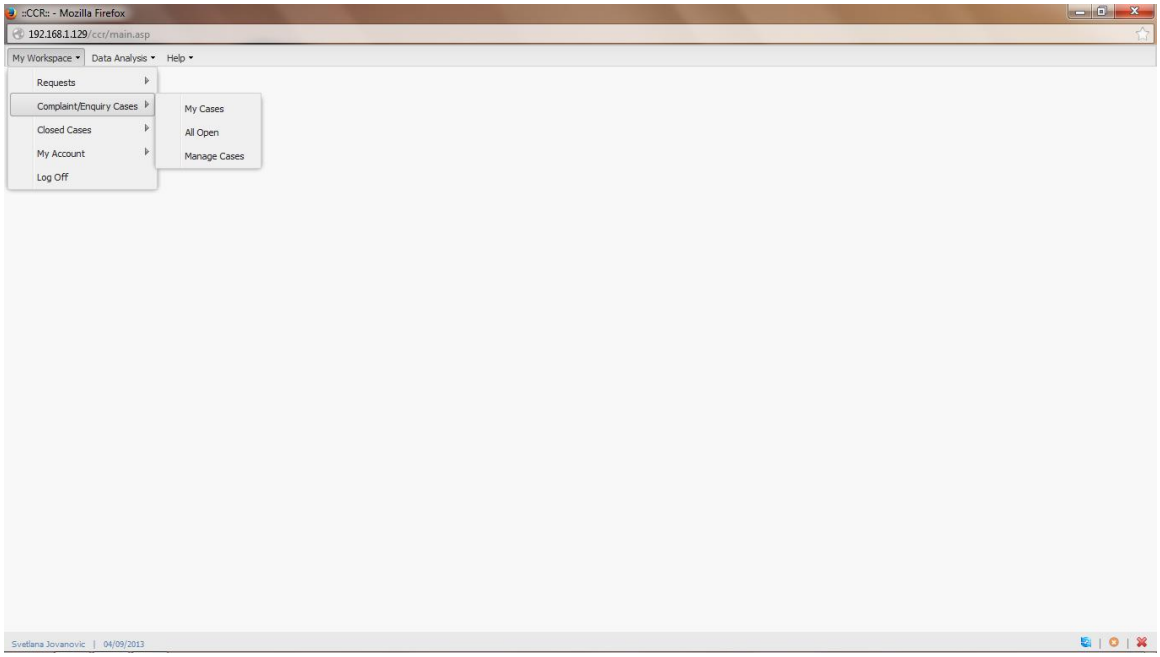
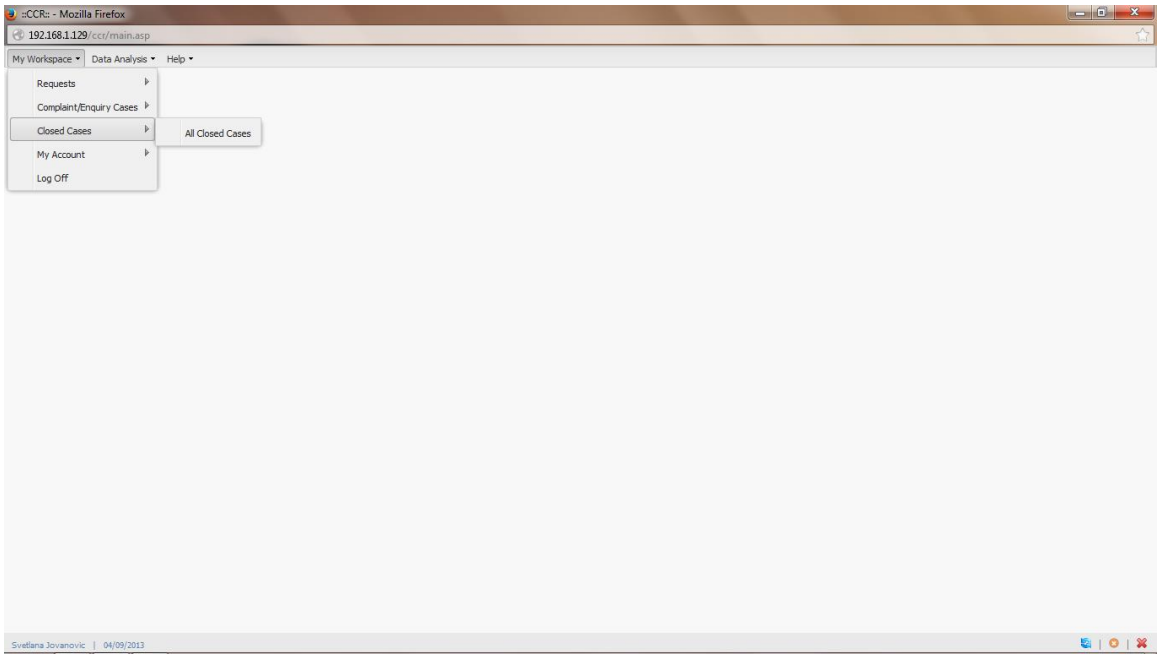
2.2.3 The Workspace of a CCP Manager/Consultant

The Workspace of a Manager/Consultant in a Consumer Contact Point provides access to a specific set of functions of the CCR via the Menu Items available to this Role as shown in the screenshots below.

In general the functions available to the Manager/Consultant are a combination of the ones available to the Manager and the Consultant of a CCP. In other words, the Manager/Consultant can use the system to play any of these two Roles.



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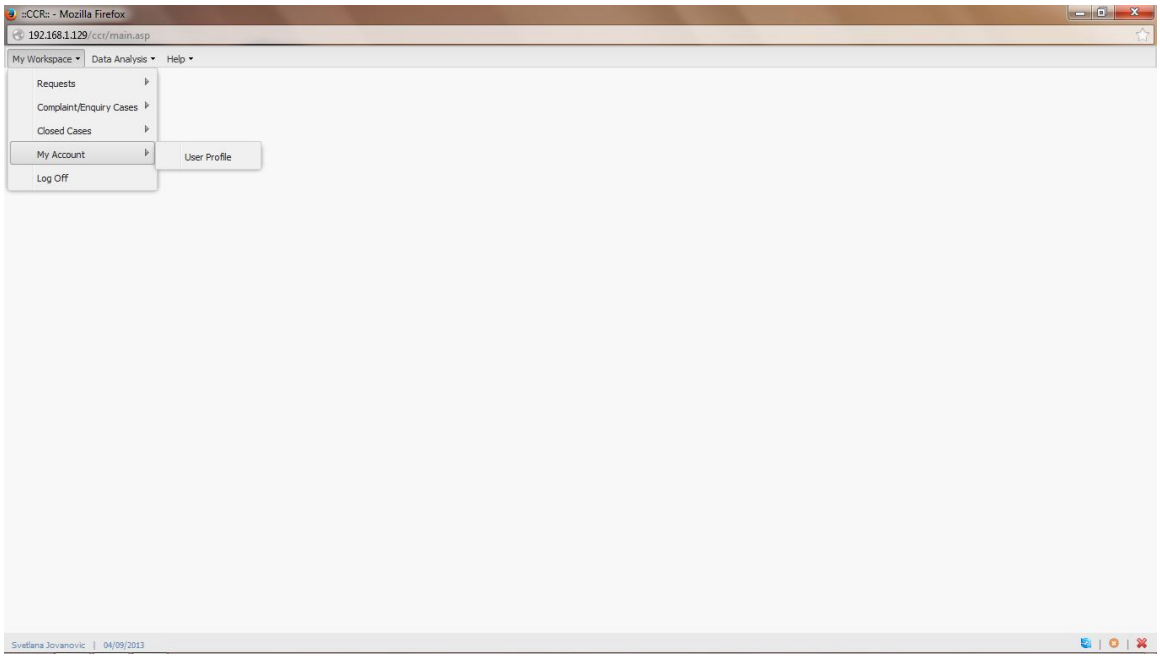
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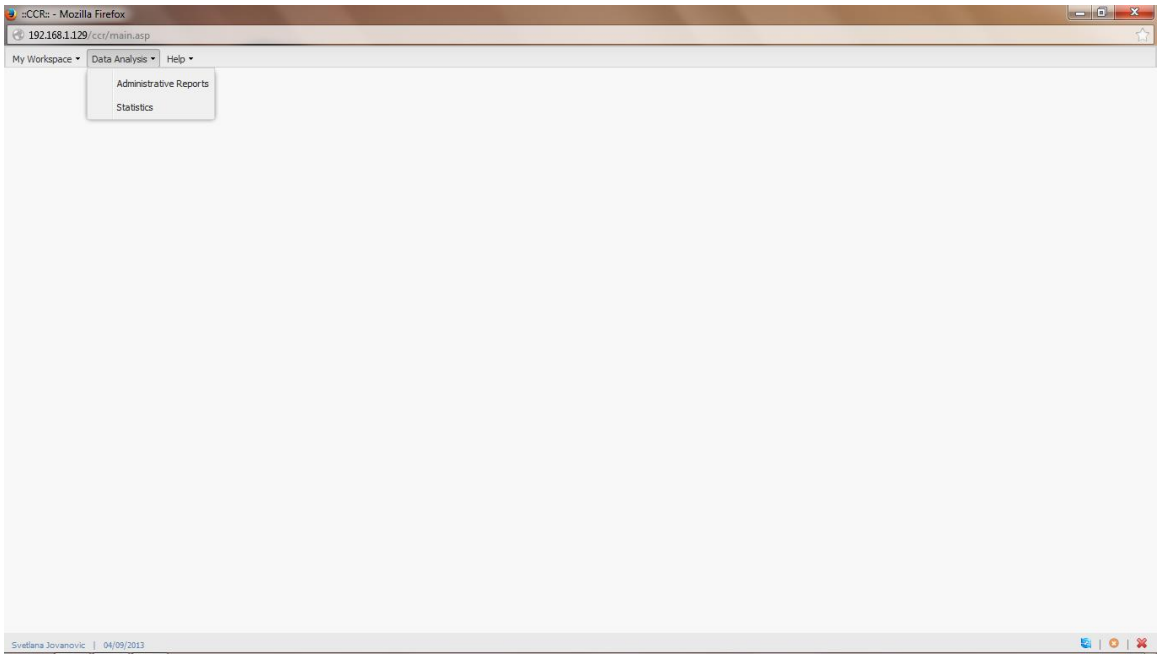
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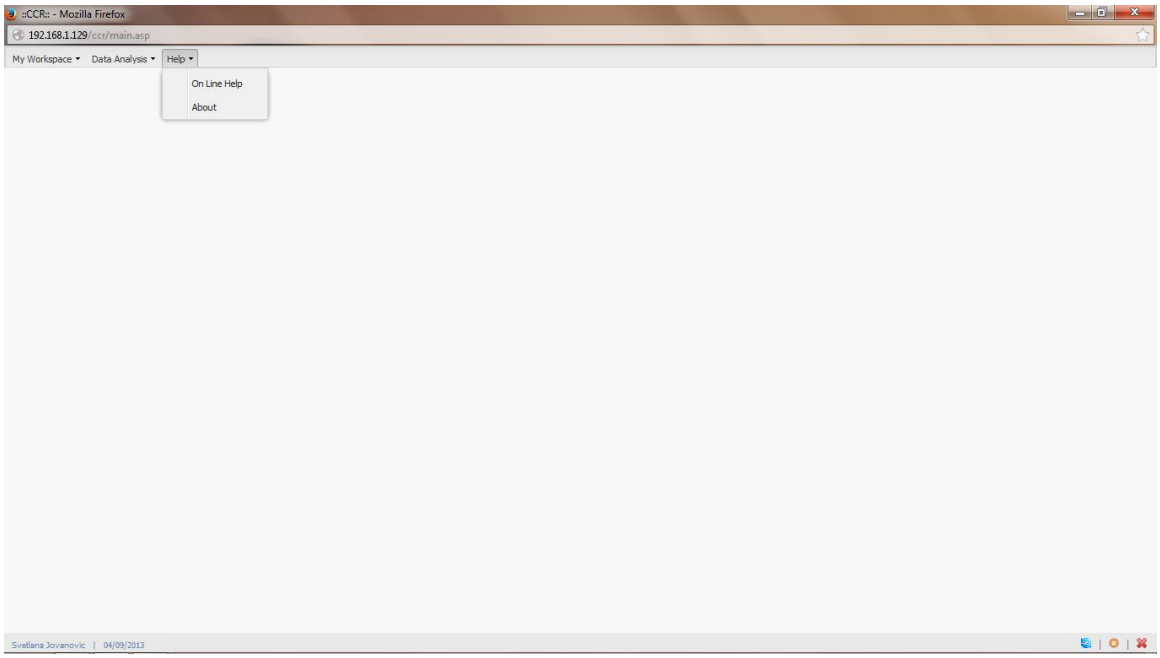
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On Line Help
About
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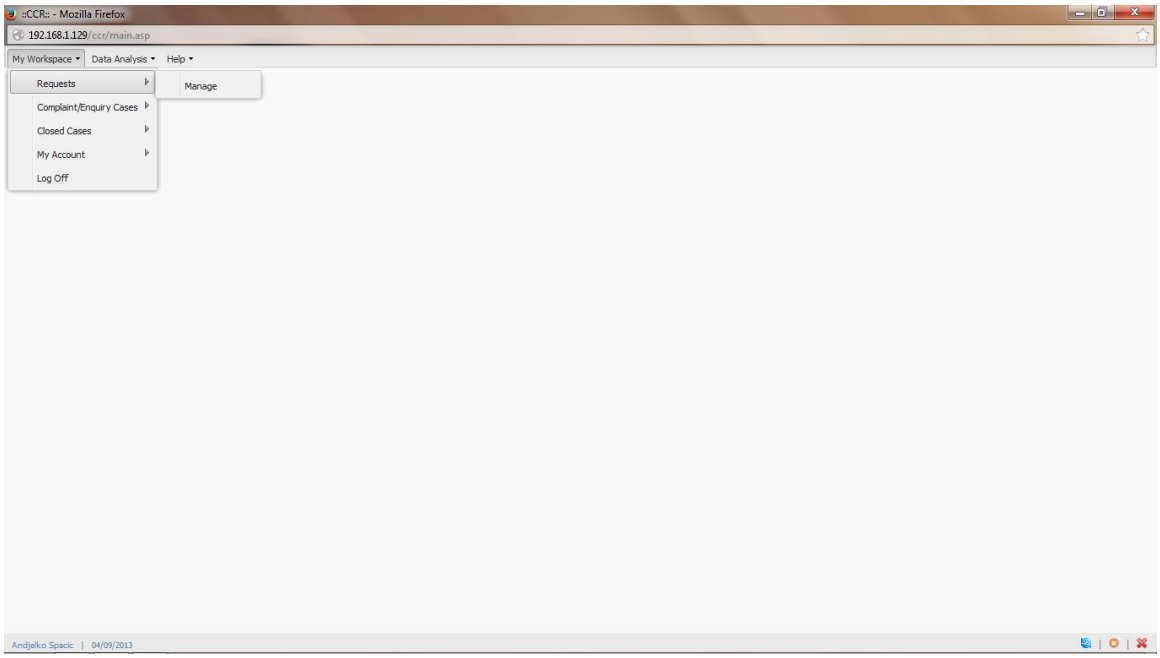
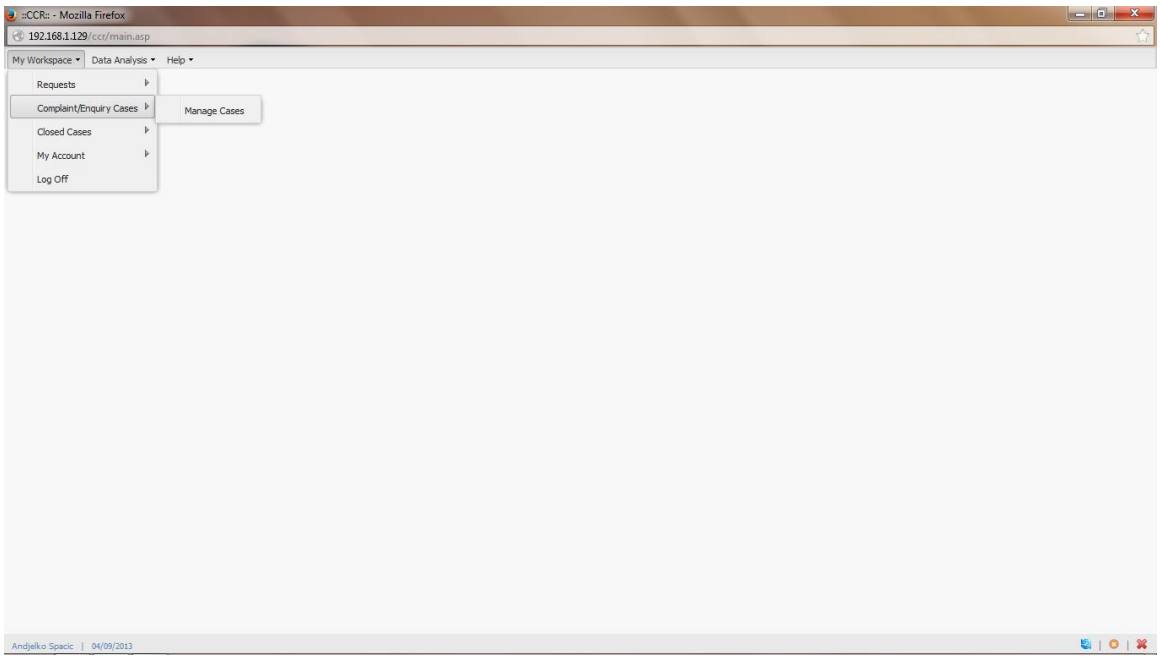
2.3 Users in a Complaint Handling Body (CHB)

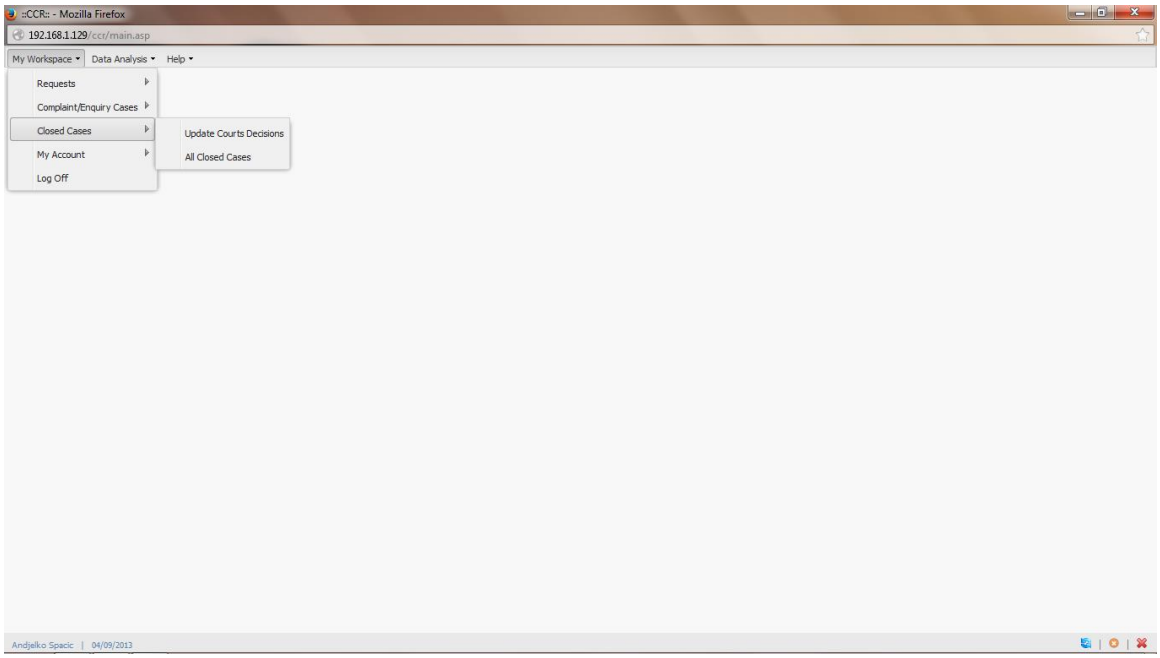
2.3.1 The Workspace of a CHB Manager

The Workspace of a Manager in a Complaint Handling Body provides access to a specific set of functions of the CCR via the Menu Items available to this Role as shown in the screenshots below.

In general these functions allow the Manager of a CHB to access and manage Requests and Cases of his/her Unit, prepare local Reports and Statistics, access his/her User Profile as well as an On-line User Manual and Log-Off the system when done.



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All Closed Cases
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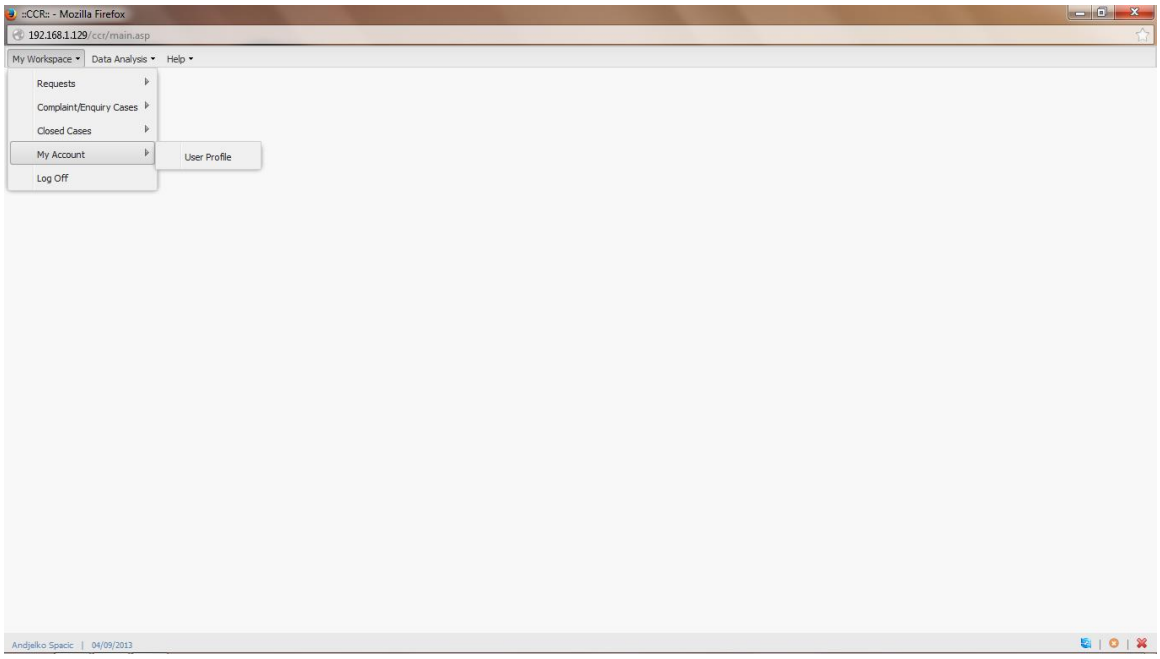
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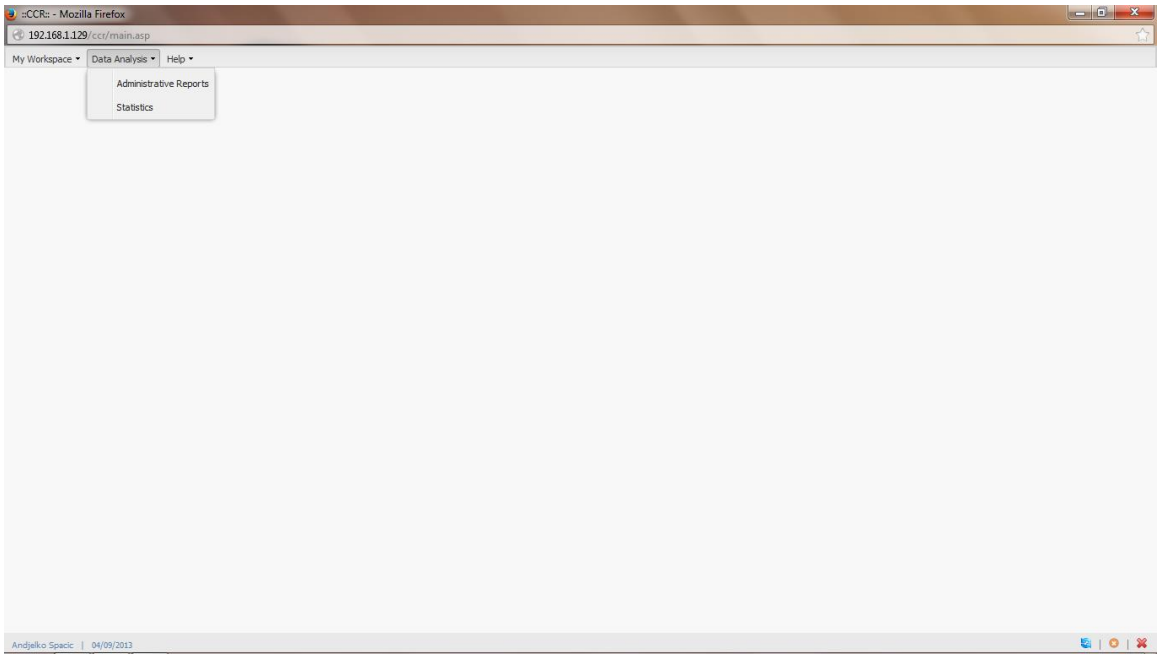
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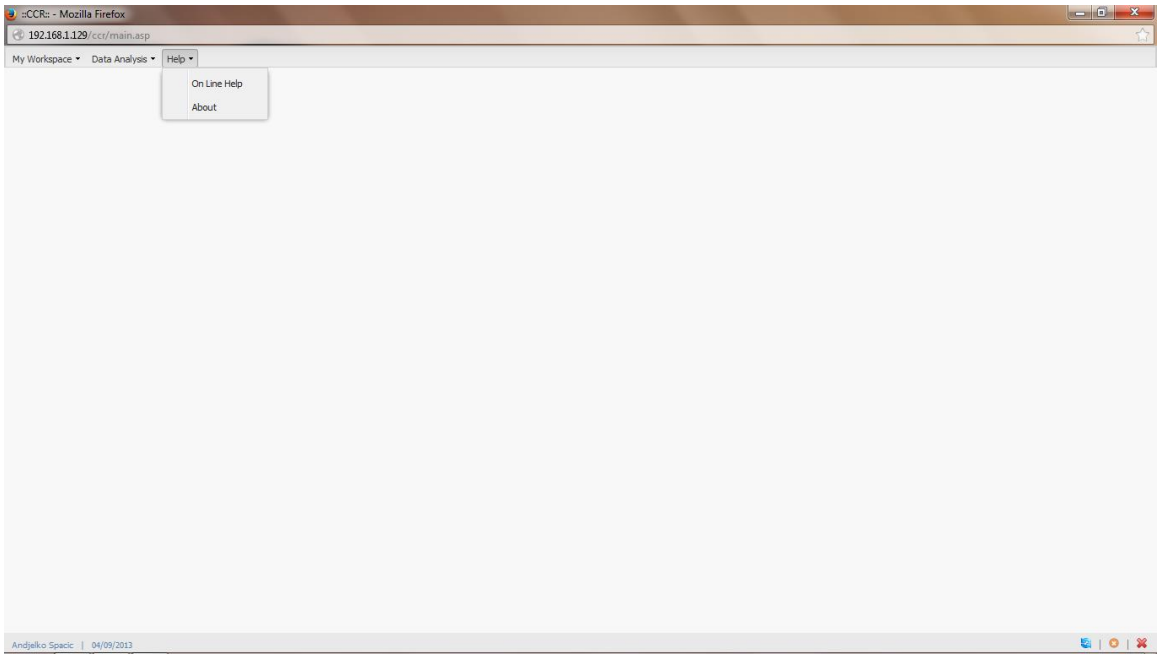
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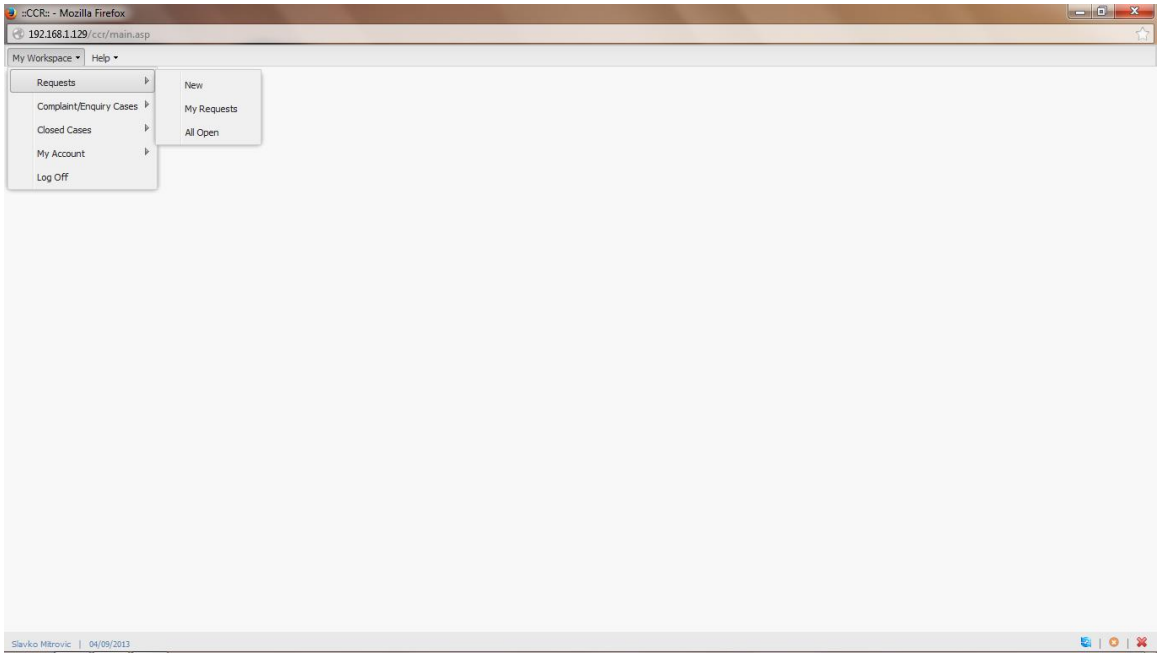
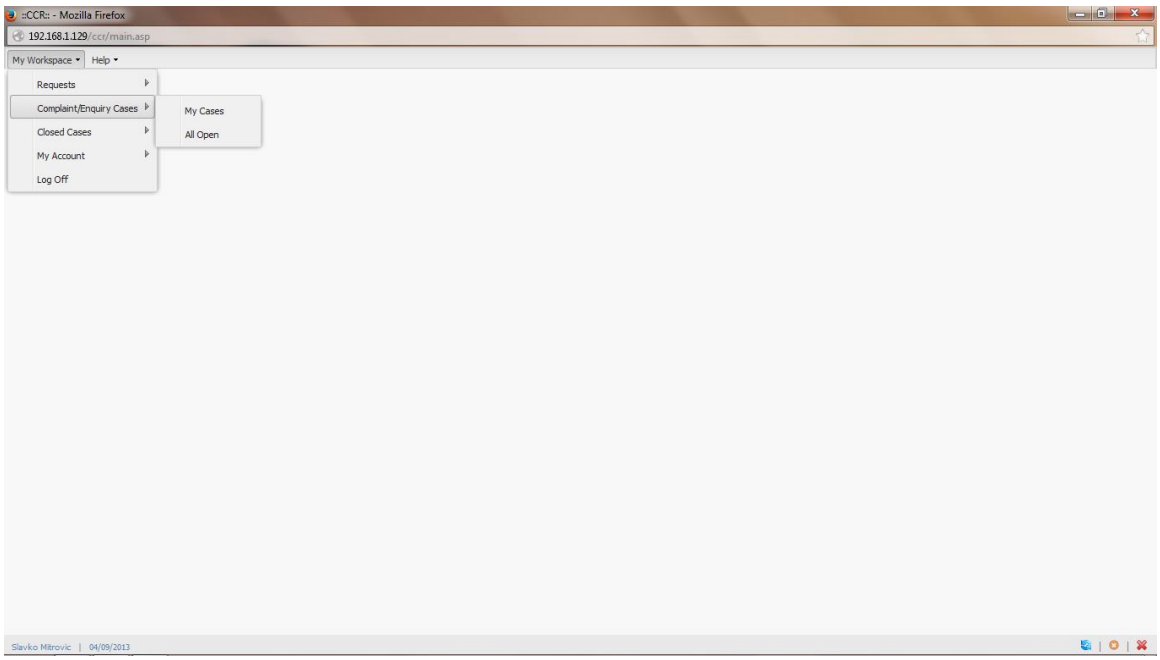
About
Andjelko Spacic | 04/09/2013

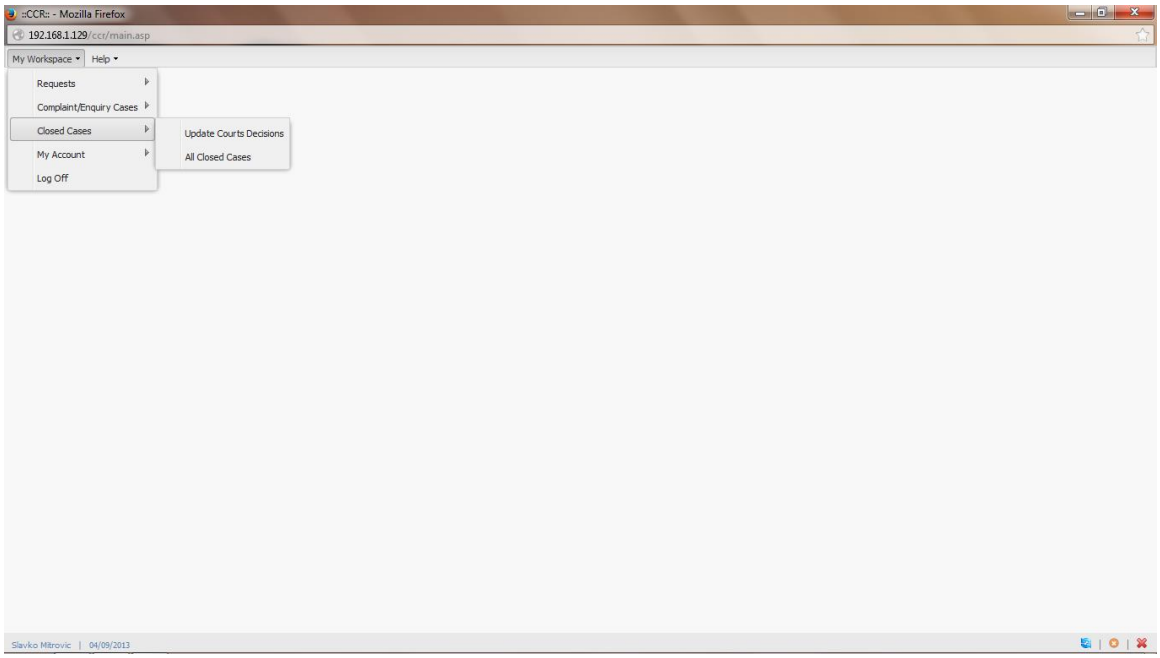
2.3.2 The Workspace of a CHB Consultant

The Workspace of a Consultant in a Complaint Handling Body provides access to a specific set of functions of the CCR via the Menu Items available to this Role as shown in the screen-shots below.

In general these functions allow the Consultant of a CHB to submit New Consumer Requests, access and handle Requests and Cases allocated to him/her, view Requests or Cases allocated to other Consultants in the same Unit, access his/her User Profile as well as an On-line User Manual and Log-Off the system when done.



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All Closed Cases
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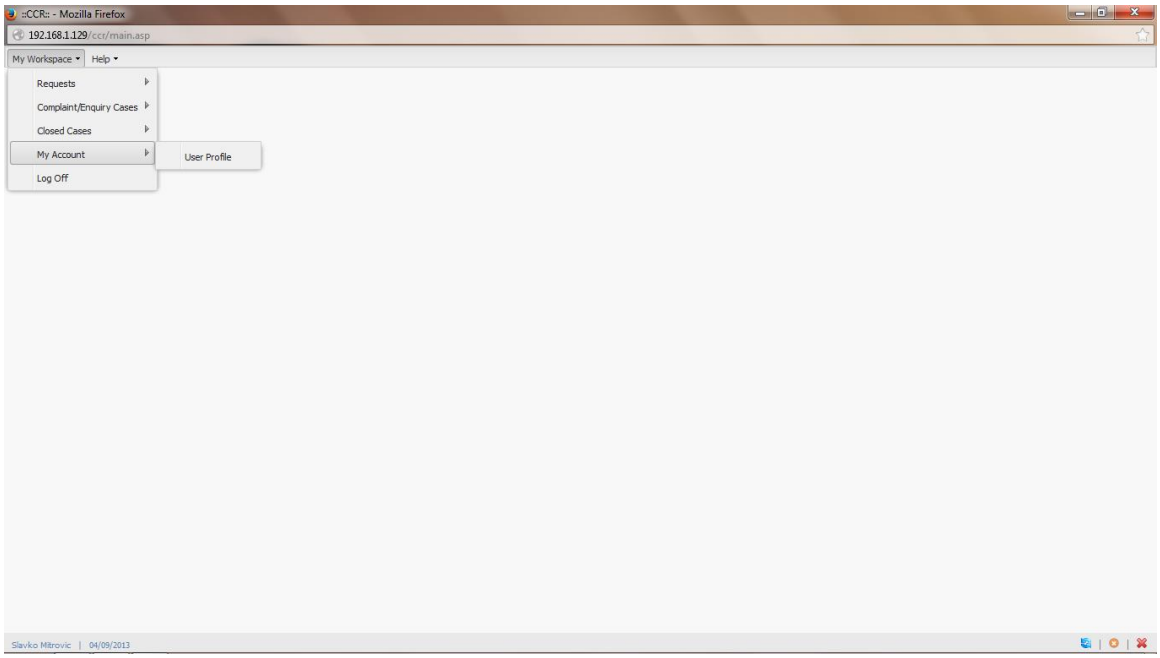
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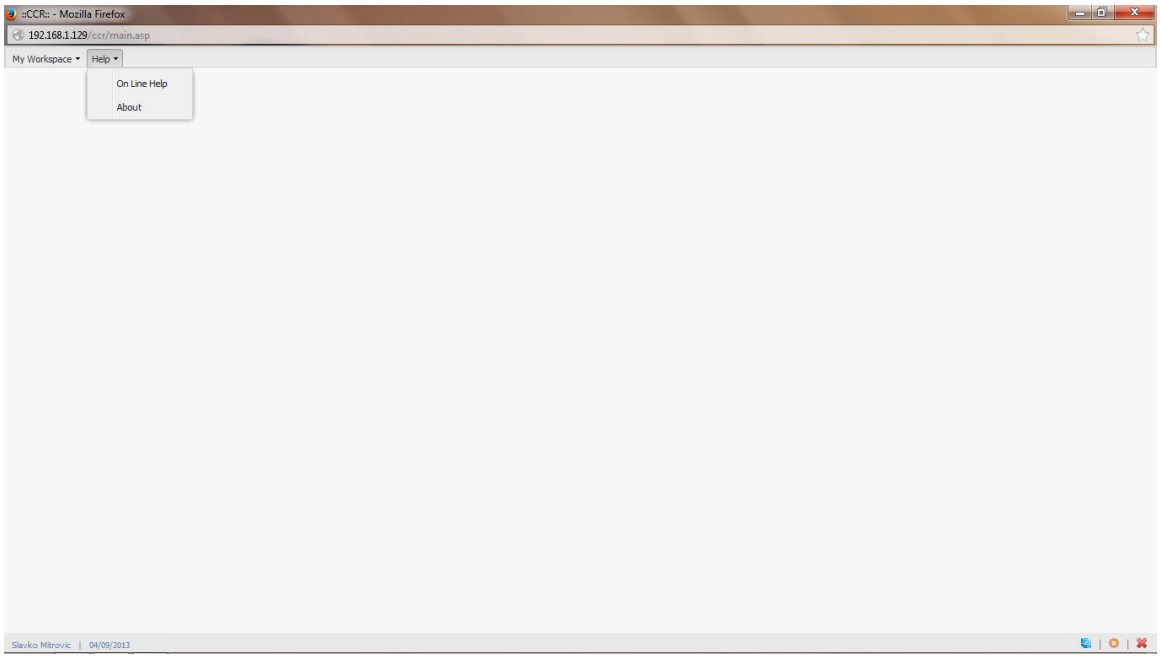
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My Workspace
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On Line Help
About
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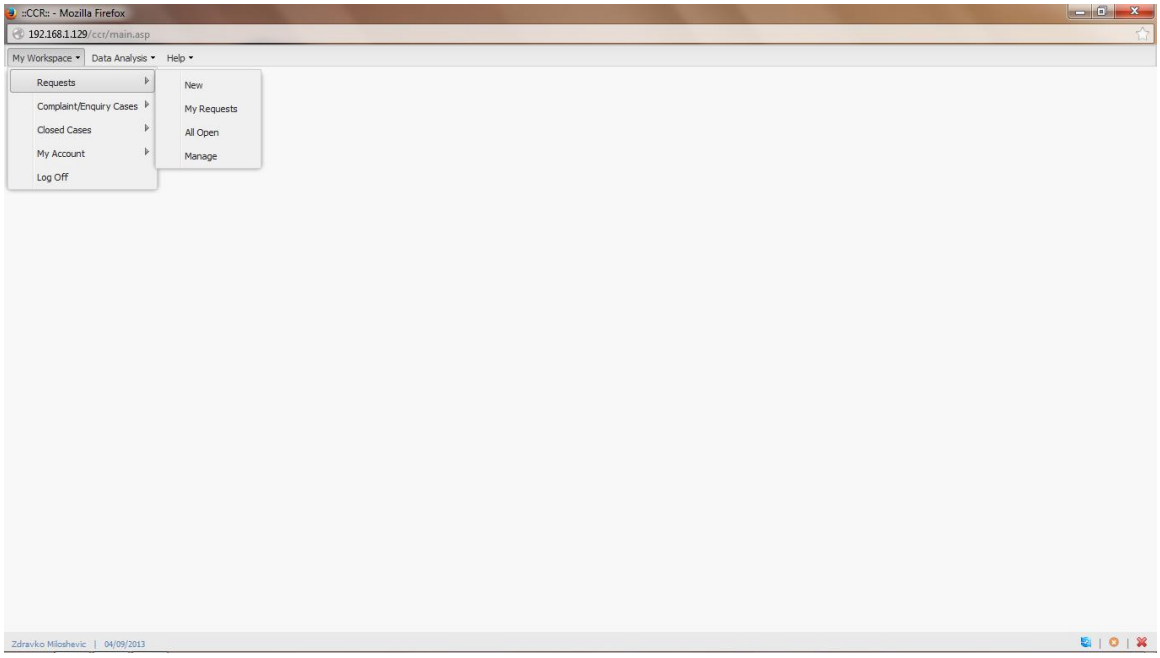
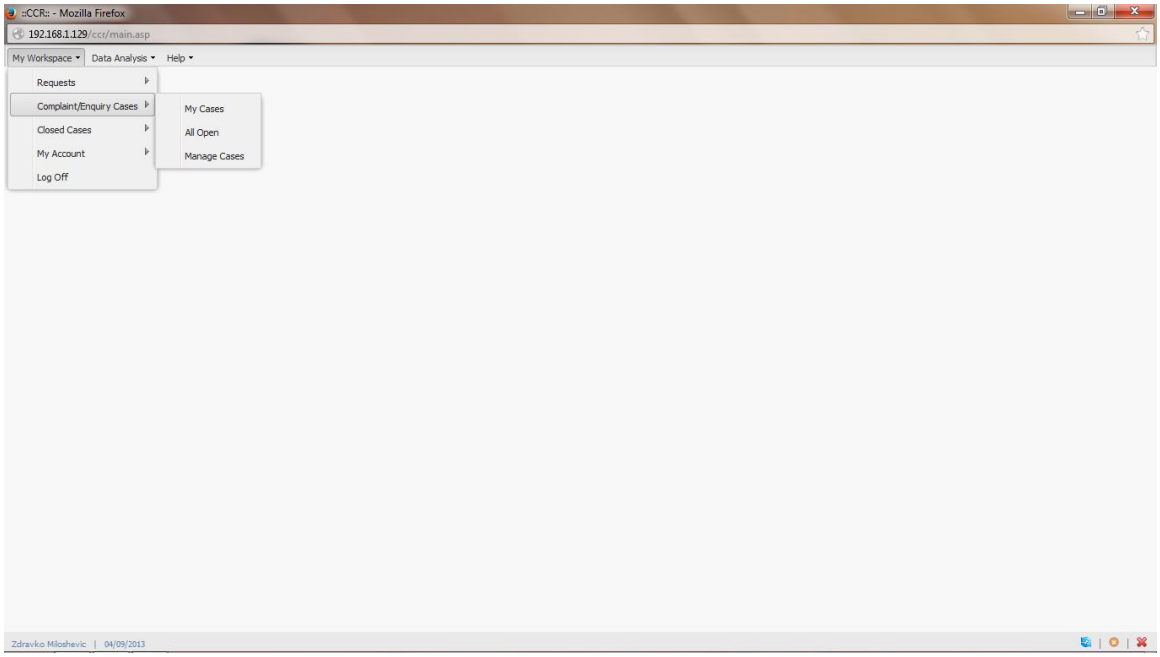
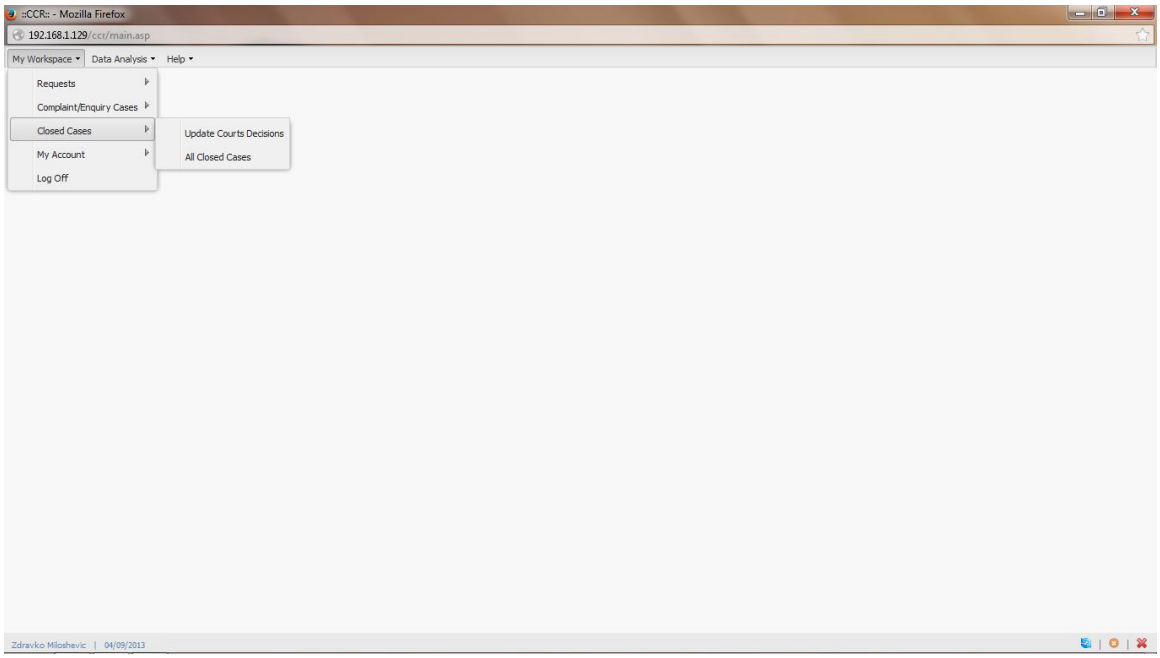
2.3.3 The Workspace of a CHB Manager/Consultant

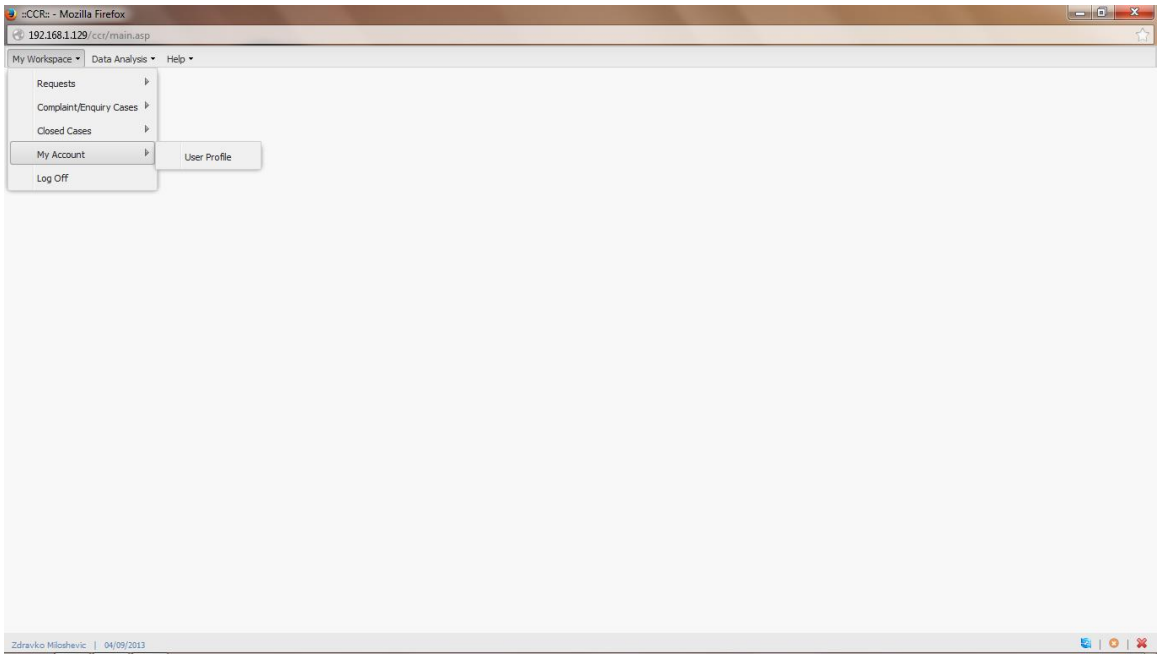
The Workspace of a Manager/Consultant in a Complaint Handling Body provides access to a specific set of functions of the CCR via the Menu Items available to this Role as shown in the screenshots below.

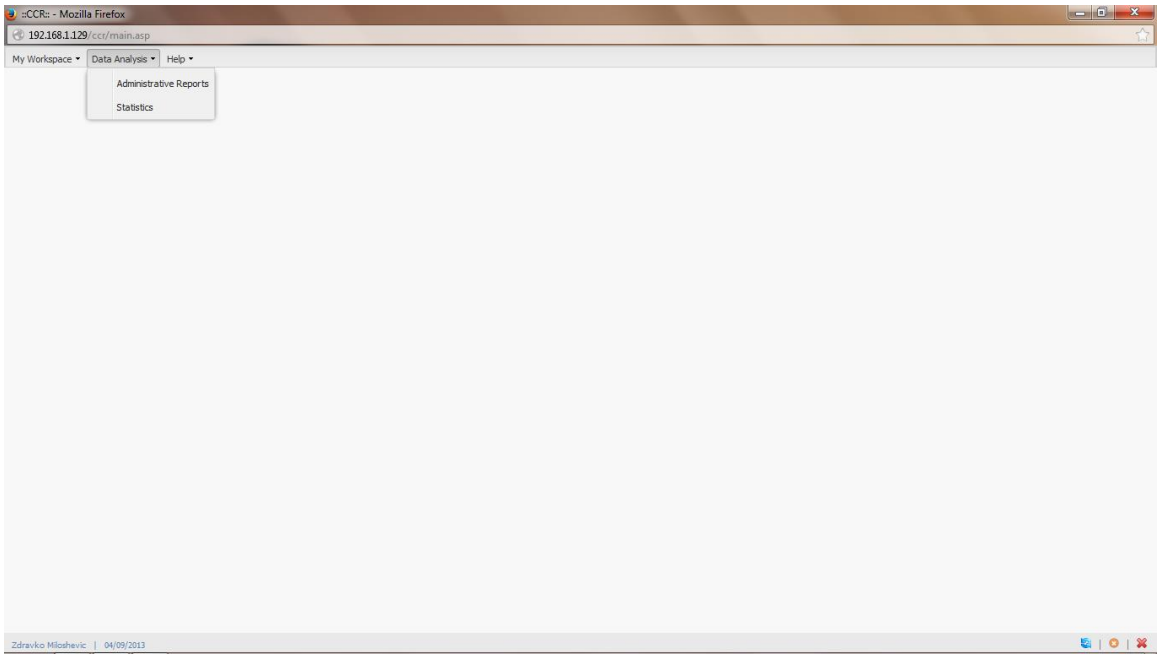
In general the functions available to the Manager/Consultant are a combination of the ones available to the Manager and the Consultant of a CHB. In other words, the Manager/Consultant can use the system to play any of these two Roles.

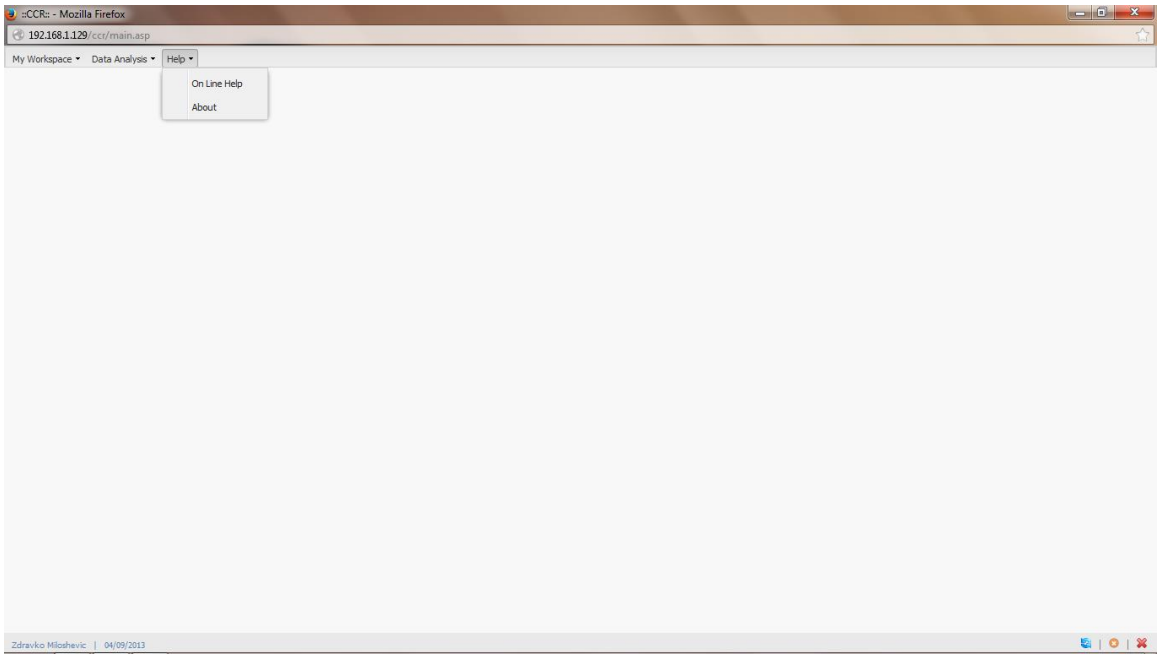





::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Data Analysis
Help
Requests
Complaint/Enquiry Cases
Closed Cases
My Account
Log Off
Update Courts Decisions
All Closed Cases
Zdravko Milosevic | 04/09/2013


::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Data Analysis
Help
Requests
Complaint/Enquiry Cases
Closed Cases
My Account
Log Off
User Profile
Zdravko Milosevic | 04/09/2013


::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Data Analysis
Help
Administrative Reports
Statistics
Zdravko Milosevic | 04/09/2013

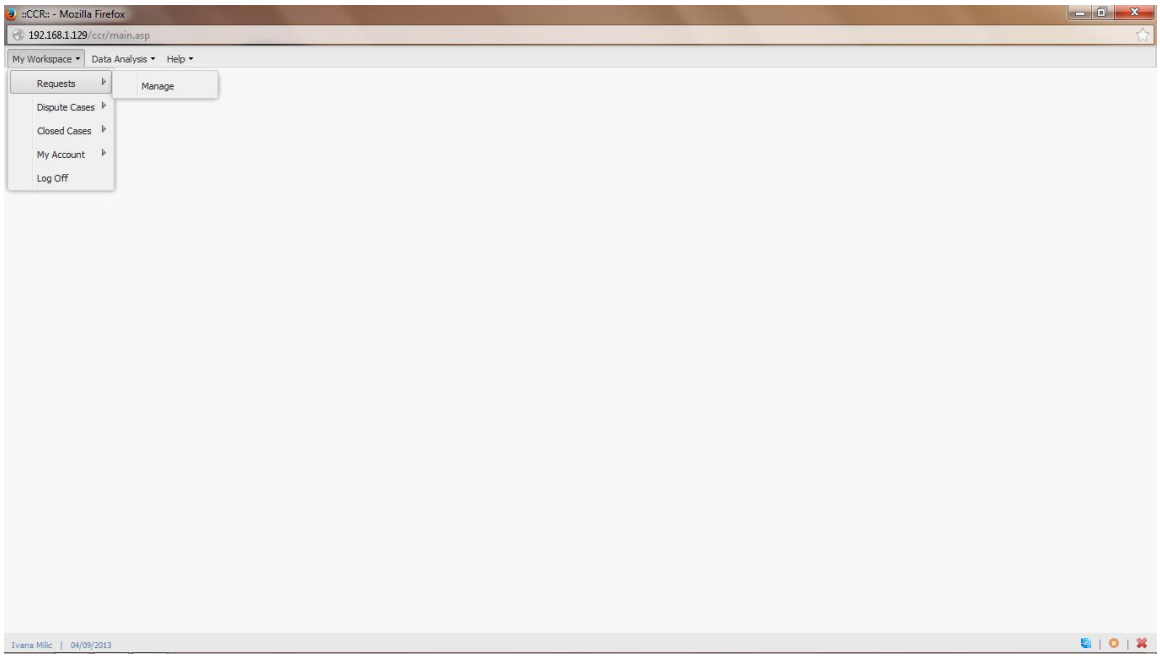

::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Data Analysis
Help
On Line Help
About
Zdravko Milosevic | 04/09/2013

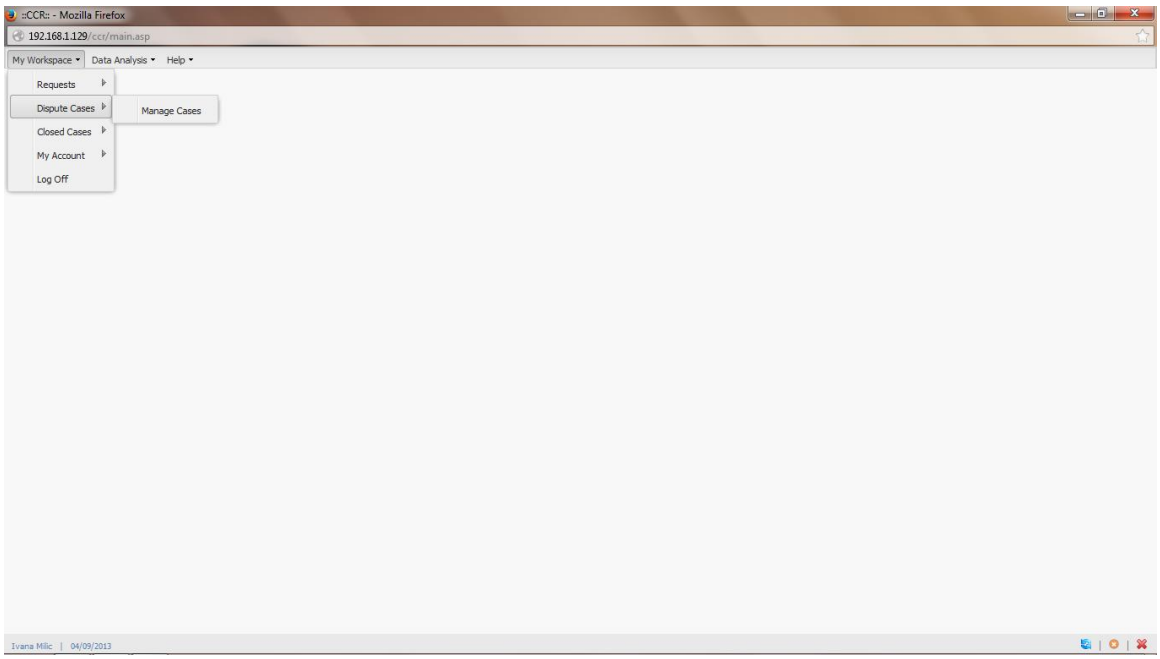
2.4 Users in an Amicable Dispute Resolution Body (ADR)

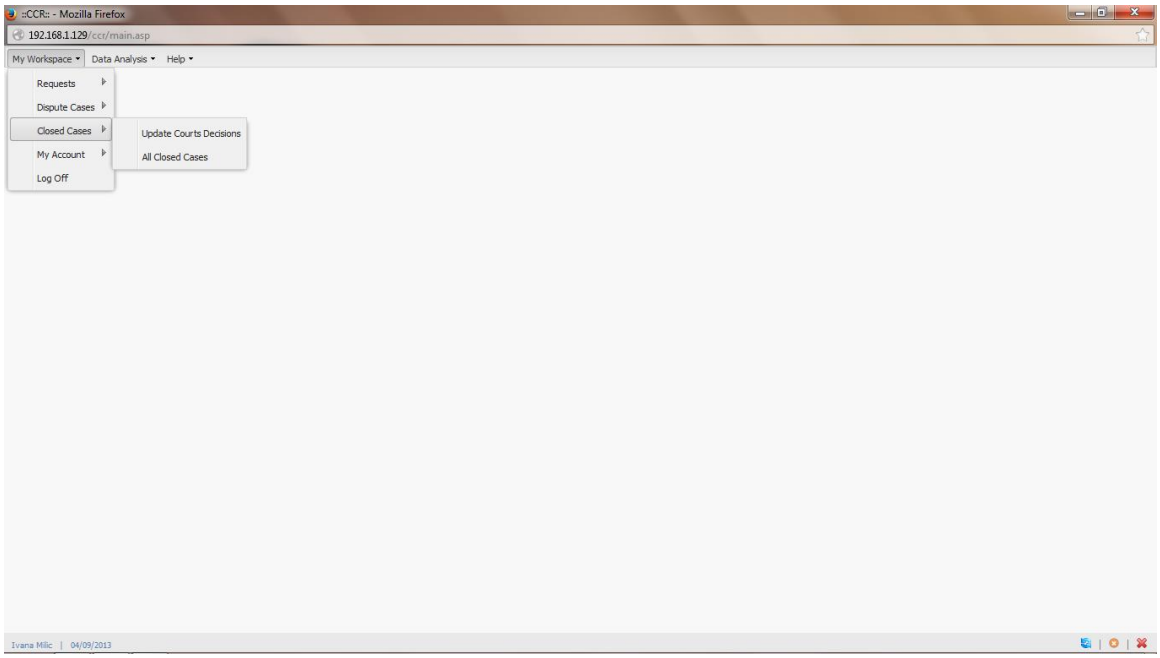
2.4.1 The Workspace of an ADR Manager

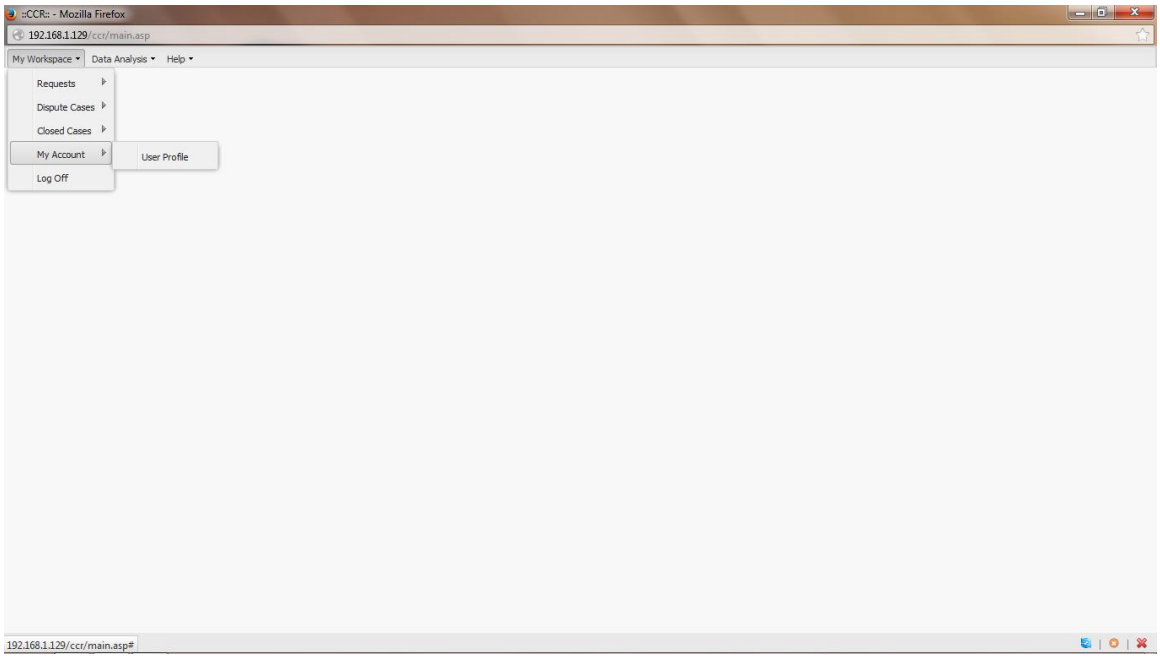
The Workspace of a Manager in an Amicable Dispute Resolution Body provides access to a specific set of functions of the CCR via the Menu Items available to this Role as shown in the screenshots below.

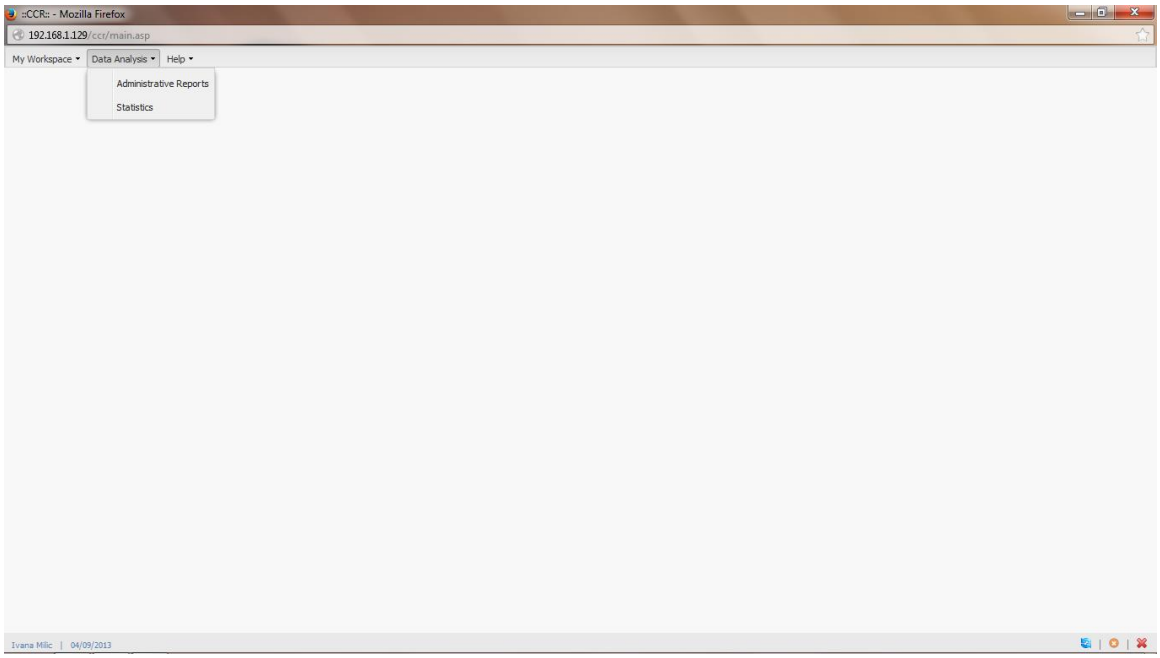
In general these functions allow the Manager of an ADR to access and manage Requests and Cases of his/her Unit, prepare local Reports and Statistics, access his/her User Profile as well as an On-line User Manual and Log-Off the system when done.

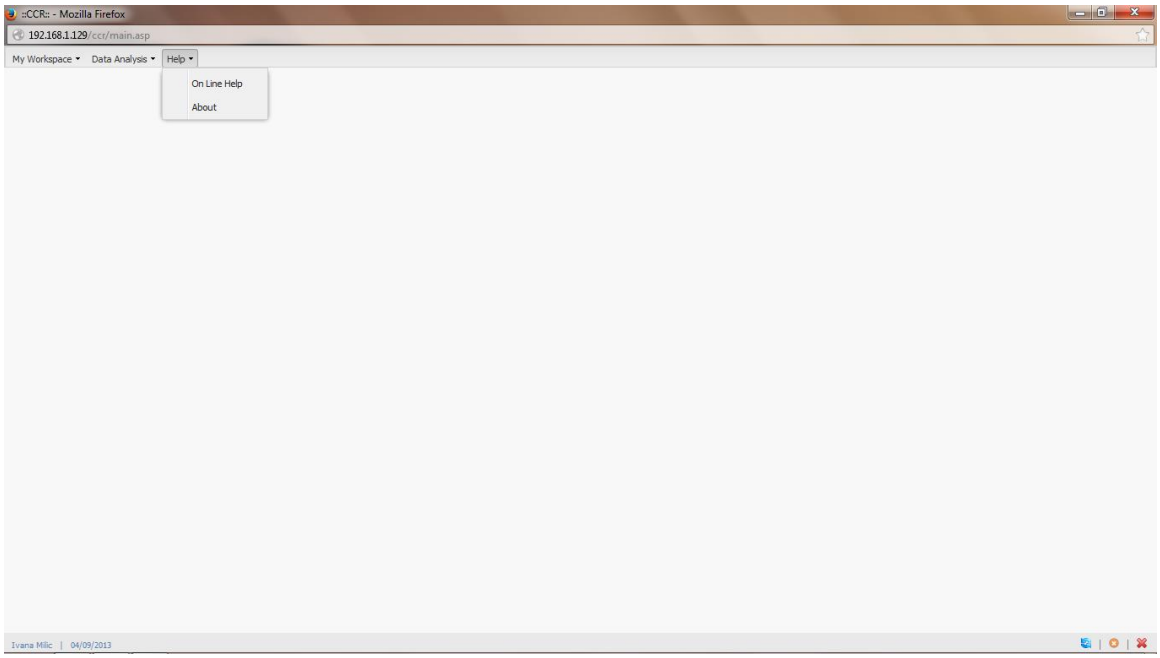





::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Data Analysis
Help
Requests
Dispute Cases
Closed Cases
My Account
Log Off
Update Courts Decisions
All Closed Cases
Ivana Milic | 04/09/2013


::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Data Analysis
Help
Requests
Dispute Cases
Closed Cases
My Account
Log Off
User Profile
192.168.1.129/ccr/main.asp#

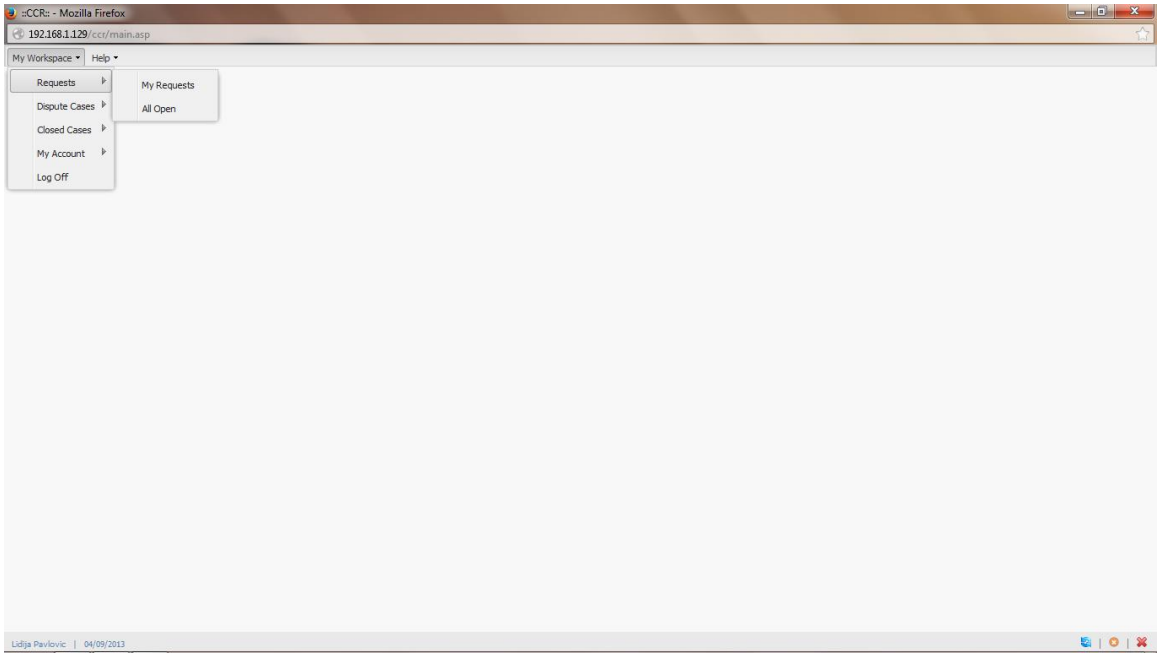

::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Data Analysis
Help
Administrative Reports
Statistics
Ivana Milic | 04/09/2013

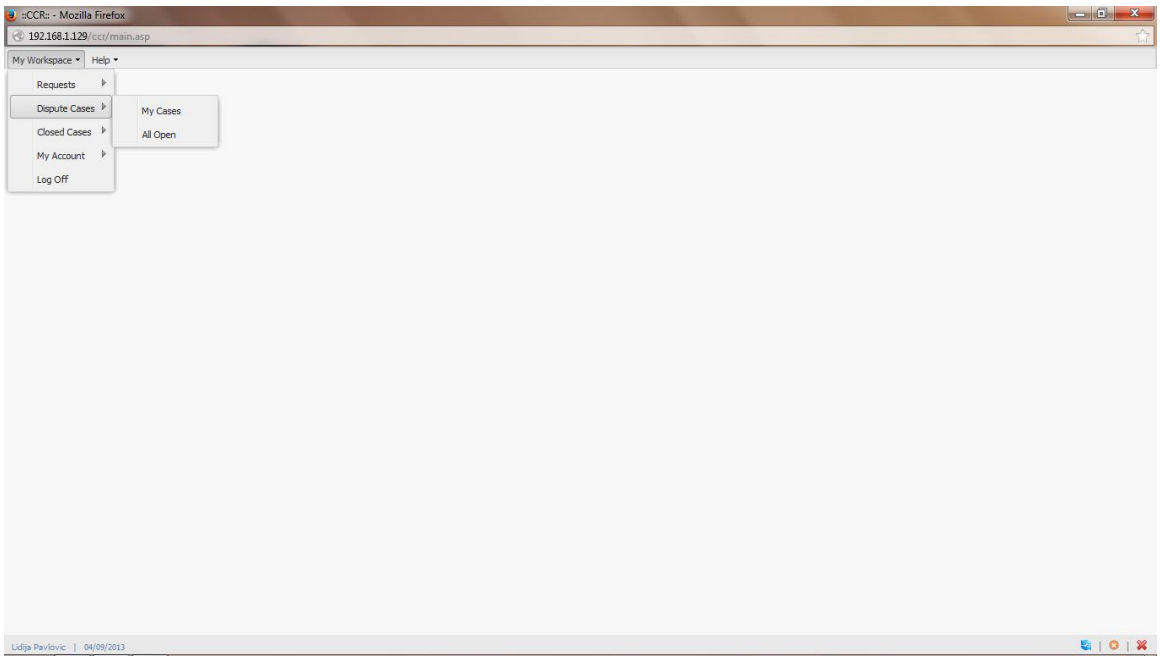

::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Data Analysis
Help
On Line Help
About
Ivana Milic | 04/09/2013

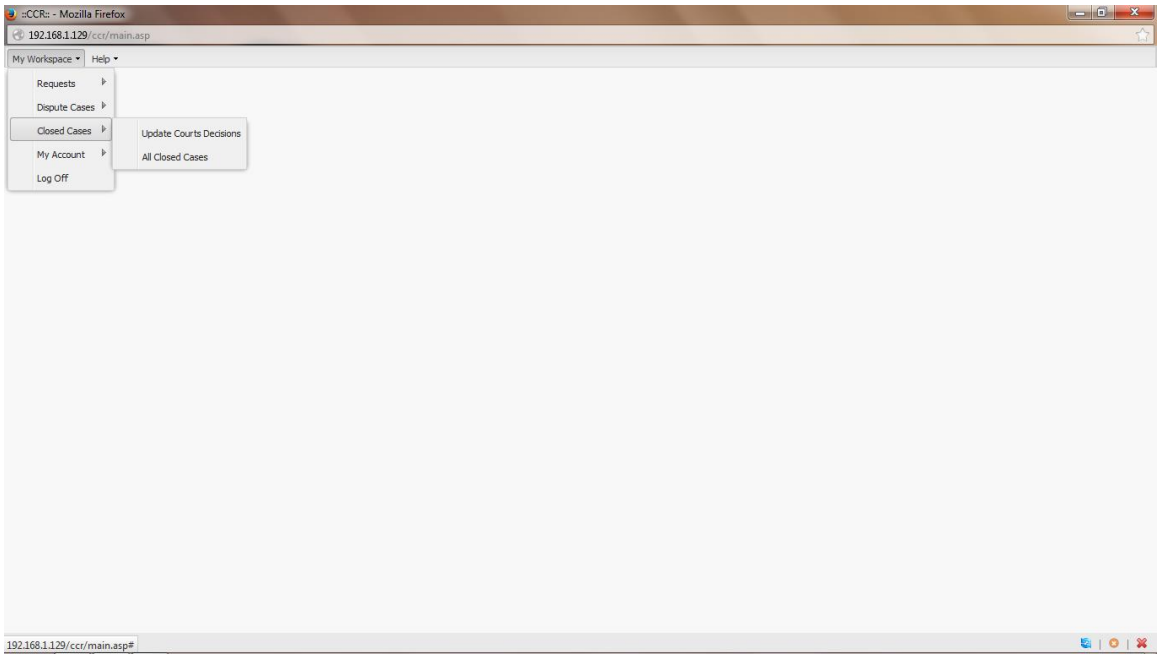
2.4.2 The Workspace of an ADR Consultant

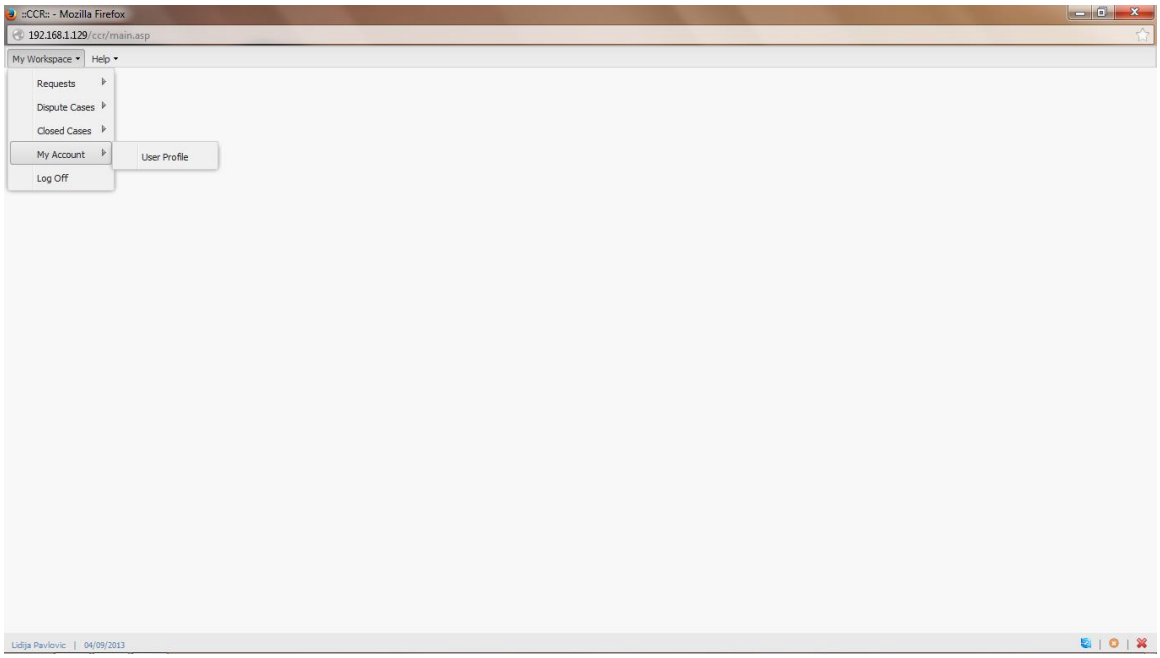
The Workspace of a Consultant in an Amicable Dispute Resolution Body provides access to a specific set of functions of the CCR via the Menu Items available to this Role as shown in the screenshots below.

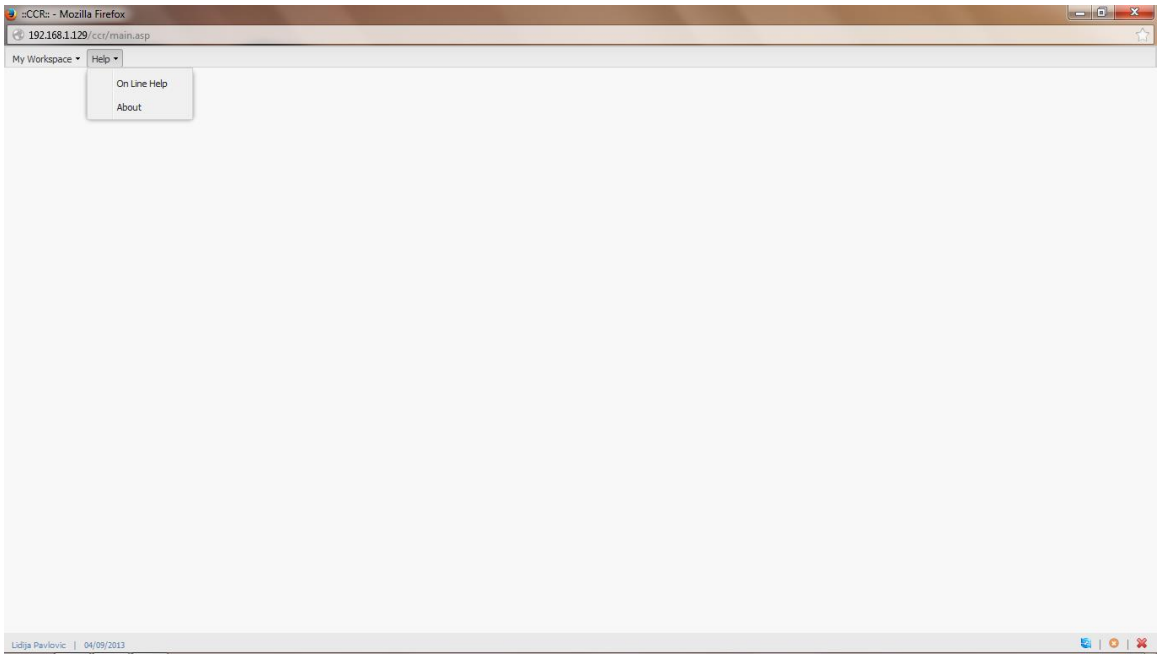
In general these functions allow the Consultant of an ADR to submit New Consumer Requests, access and handle Requests and Cases allocated to him/her, view Requests or Cases allocated to other Consultants in the same Unit, access his/her User Profile as well as an Online User Manual and Log-Off the system when done.






::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Help
Requests
Dispute Cases
Closed Cases
My Account
Log Off
Update Courts Decisions
All Closed Cases
192.168.1.129/ccr/main.asp#

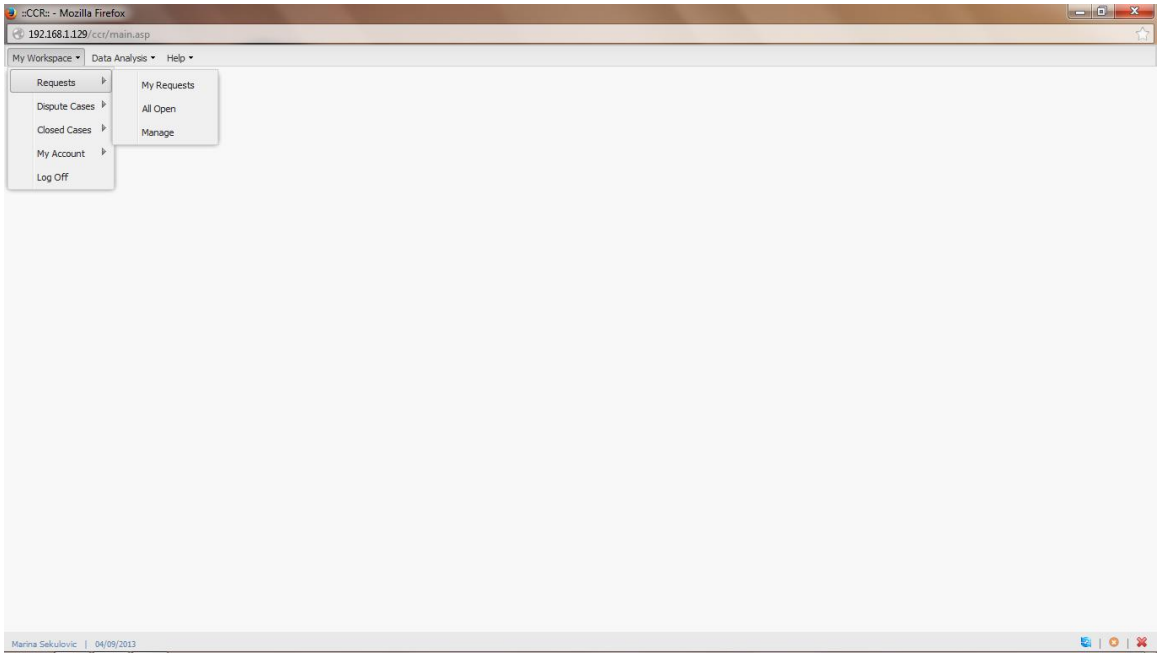

::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Help
Requests
Dispute Cases
Closed Cases
My Account
Log Off
User Profile
Lidija Pavlovic | 04/09/2013

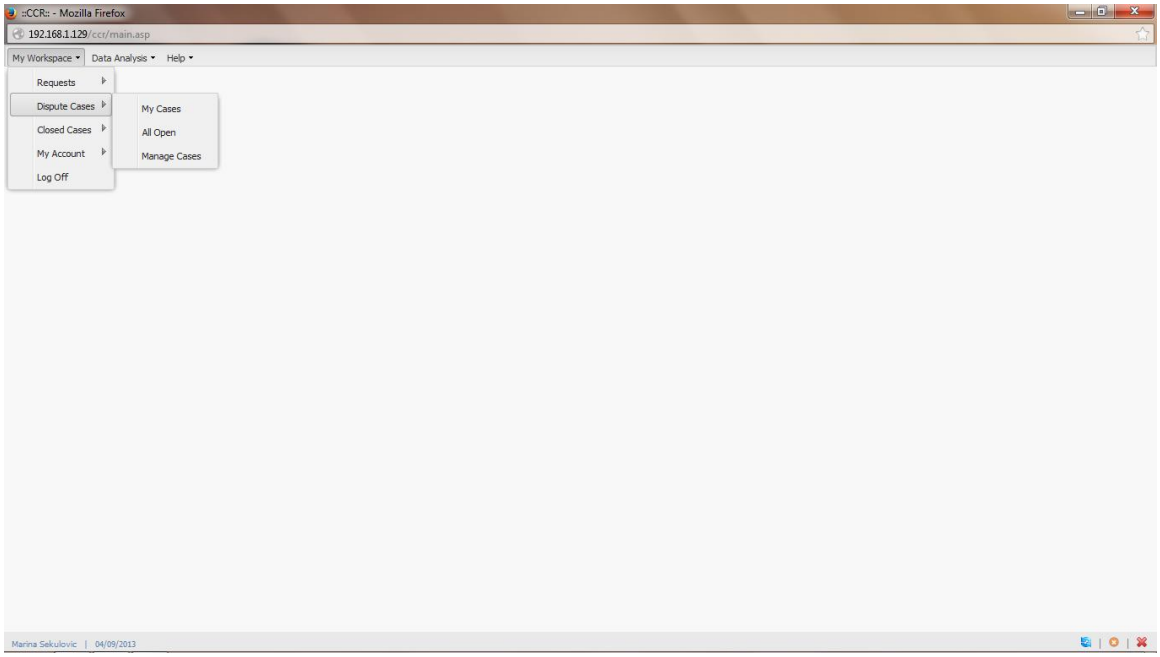

::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Help
On Line Help
About
Lidija Pavlovic | 04/09/2013

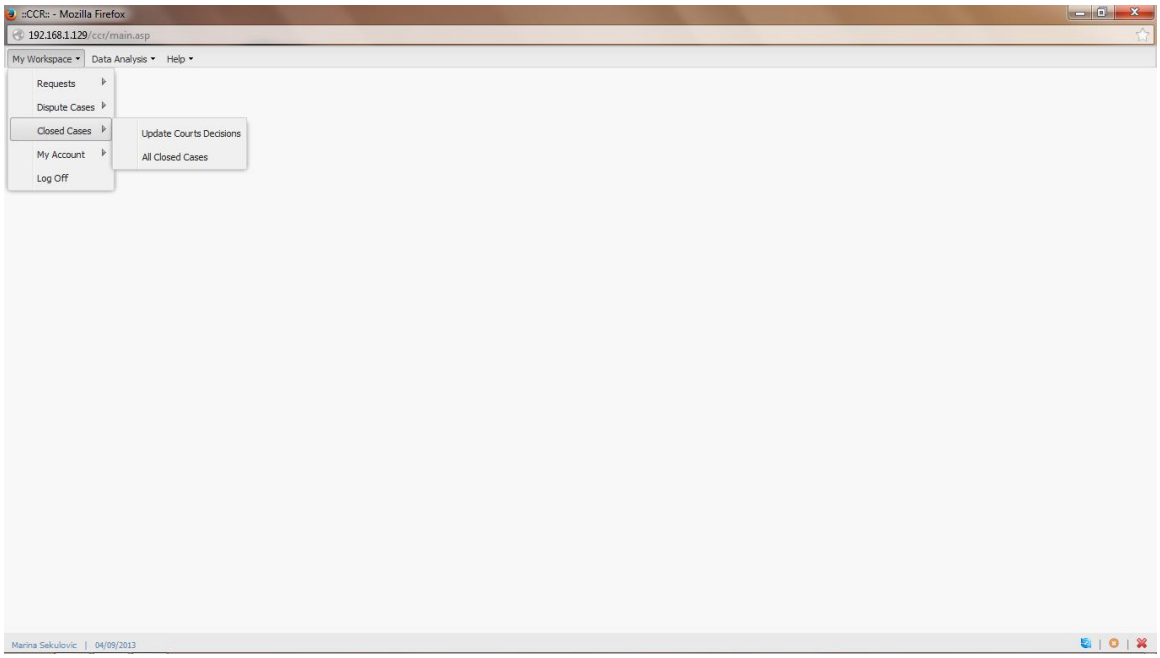
2.4.3 The Workspace of an ADR Manager/Consultant

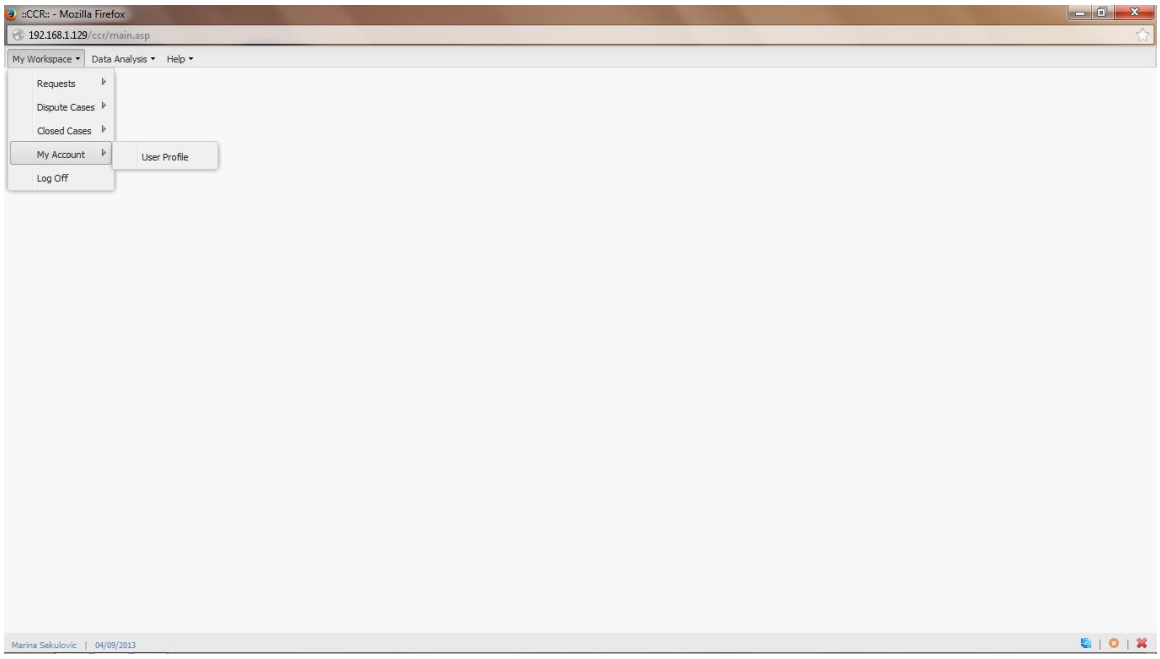
The Workspace of a Manager/Consultant in an Amicable Dispute Resolution Body provides access to a specific set of functions of the CCR via the Menu Items available to this Role as shown in the screenshots below.

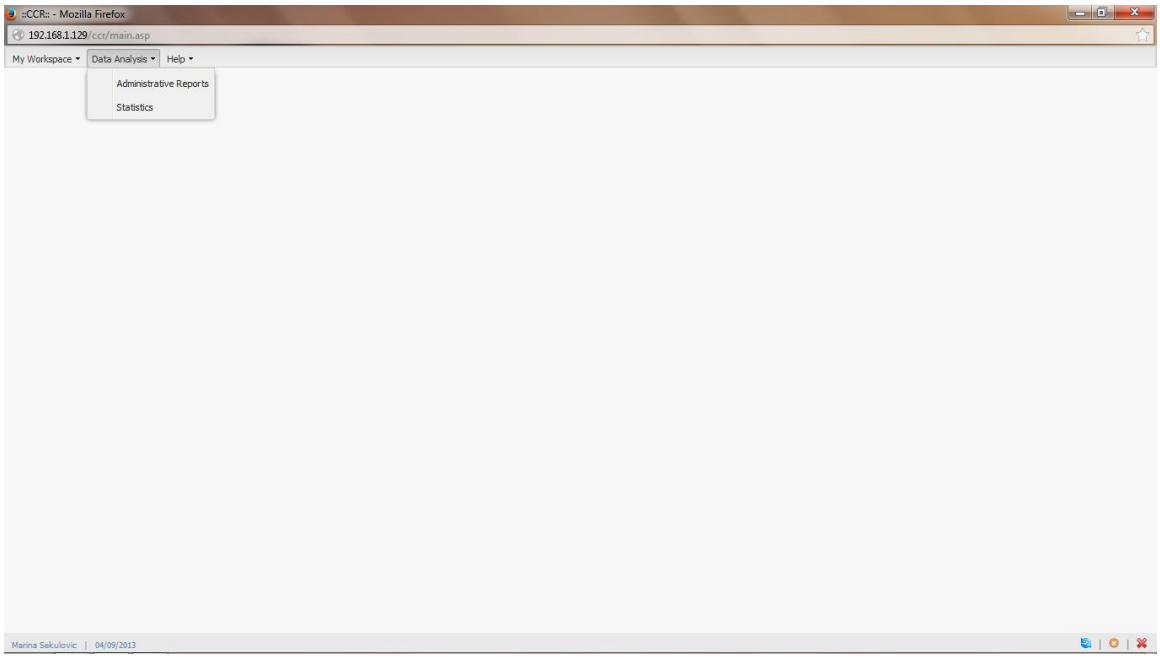
In general the functions available to the Manager/Consultant are a combination of the ones available to the Manager and the Consultant of an ADR. In other words, the Manager/Consultant can use the system to play any of these two Roles.

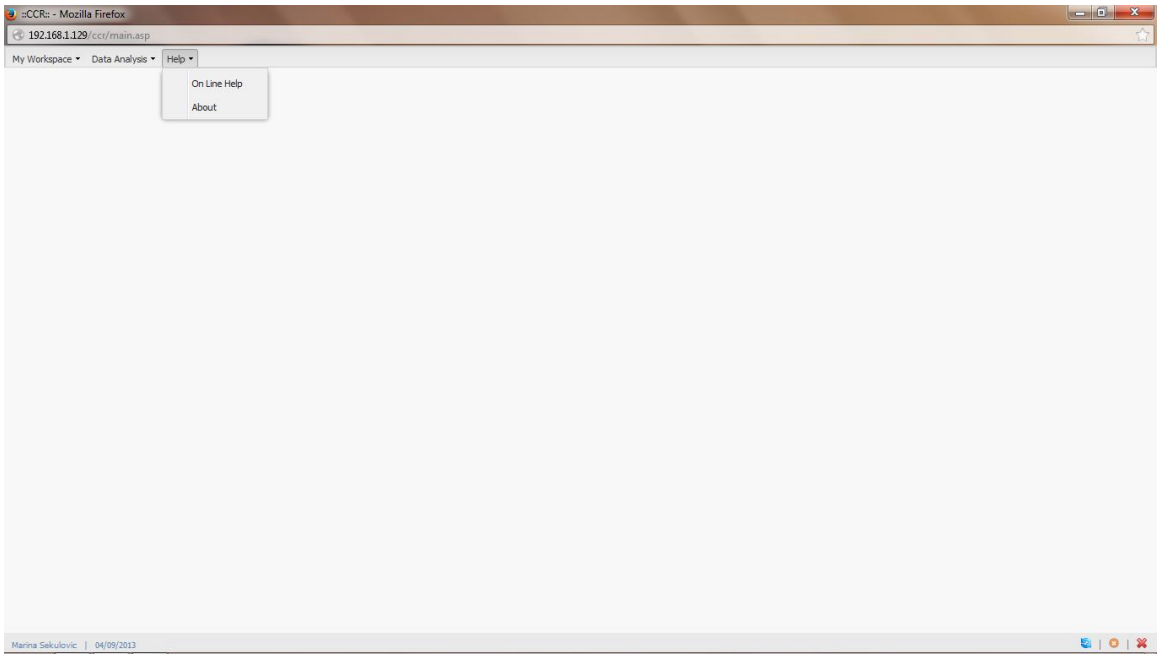





::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Data Analysis
Help
Requests
Dispute Cases
Closed Cases
My Account
Log Off
Update Courts Decisions
All Closed Cases
Marina Sekulovic | 04/09/2013


::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Data Analysis
Help
Requests
Dispute Cases
Closed Cases
My Account
Log Off
User Profile
Marina Sekulovic | 04/09/2013


::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Data Analysis
Help
Administrative Reports
Statistics
Marina Sekulovic | 04/09/2013


::CCR:: - Mozilla Firefox
192.168.1.129/ccr/main.asp
My Workspace
Data Analysis
Help
On Line Help
About
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3 CCR DOCUMENTS & THEIR PROPERTIES

There are four types of Documents in the CCR which are defined on the basis of their context and/or the level of handling:

1. **Consumer Requests** are newly submitted Requests that are pending Validation and Evaluation as further detailed in section 0

2. Analysing and Handling Consumer Requests and Cases;
3. **Enquiry Cases** are requests that have been identified as Requests for Information only (Enquiries);
4. **Complaint Cases** are requests that have been identified as Complaints; and
5. **Dispute Cases** that are requests for which one of the following is true:
    a. they have been submitted to a CCP or CHB, handled as Complaints and the handling ended up in disagreement between the Consumer and the Provider turning the Case into a Dispute; or
    b. they have been submitted directly to an ADR, thus considered as de-facto Dispute Cases.

These Documents belong in one for the following two categories depending on the stage of their handling:

1. **Open** documents are the Requests and Cases that are Open for Handling; and
2. **Closed** documents are the Requests and Cases for which Handling has been concluded and are simply archived in the system.

Furthermore, there are two more properties of an Open Document to refer to:

1. An Open Document upon its creation is Allocated in the Responsibility of a specific Body. The Allocation of the Document is accomplished in one of the following two ways:
    a. The Document has been initiated as a Consumer Request by a Consultant of the specific Body in which case the system automatically Allocates it in the responsibility of the specific Body; or
    b. The Document has been re-Allocated from one Body to another one due to reasons of competency;
2. An Open Document, at a very early stage of its life, is assigned to a Consultant of the Body where it is Allocated, who may thus access it for handling. This again is accomplished in one of the following two ways:
    a. The Document is assigned (when at the stage of an un-assigned Request) or re-assigned (at any stage of its life as an Open Document0 to a Consultant by the Manager of the Body where it is Allocated, as further detailed in section 0

b. Managing Consumer Requests and Cases;
c. The Document has been initiated as a Consumer Request by the specific Consultant in which case the system automatically assigns it in the responsibility of the specific Consultant.

The abovementioned structure forms the criteria on the basis of which Documents are accessed and treated by the Users in the CCR.

4 SUBMITTING CONSUMER REQUESTS

There are two main channels and in total four ways through which consumers may submit Consumer Requests in the CCR (see diagram below).

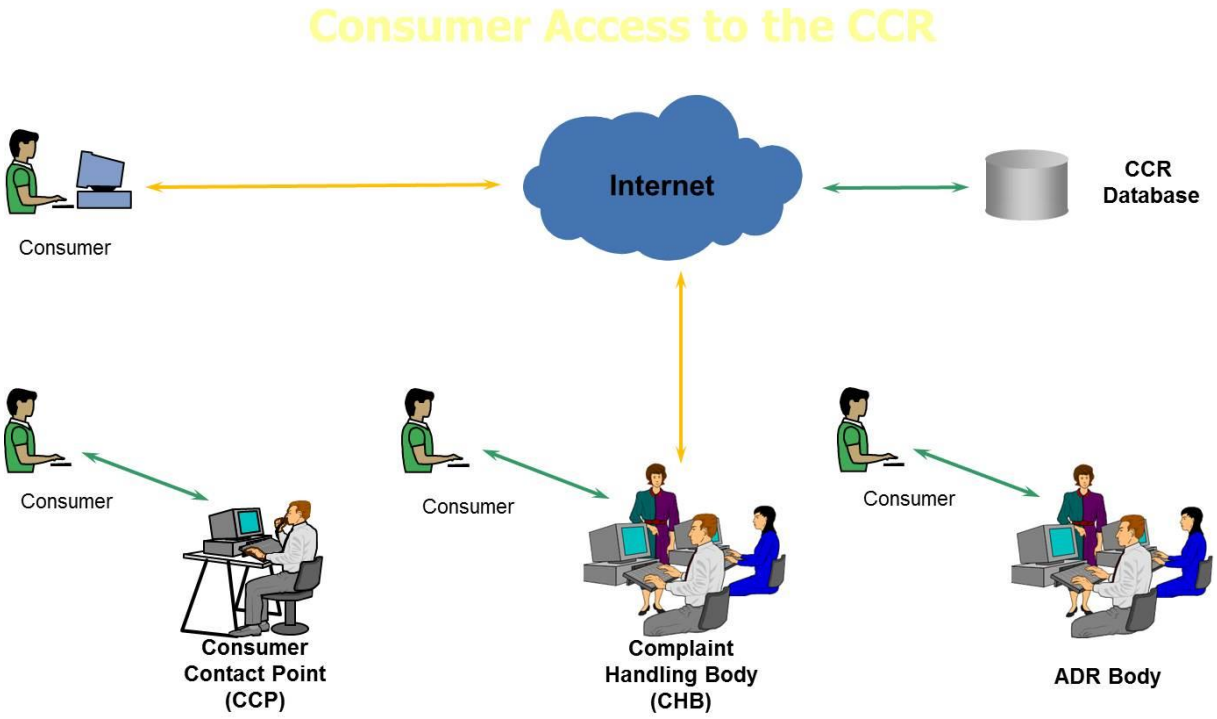
The first channel is the network of Bodies involved in the operation of the CCR that consists of three types of such Bodies:

- the Consumer Contact Points (i.e. the Ministry-run Call Centre);
- the Complaint Handling Bodies (i.e. Consumer Advice Centres, Consumer Organisations or public institutions such as the Market Inspectorate etc.); and
- the Amicable Dispute Resolution Bodies (i.e. Mediation Centres etc.).

The submission of a New Request is a standard function available to the Consultants of any these Bodies as further detailed in section 4.1 New Requests via the Application Back-End below.

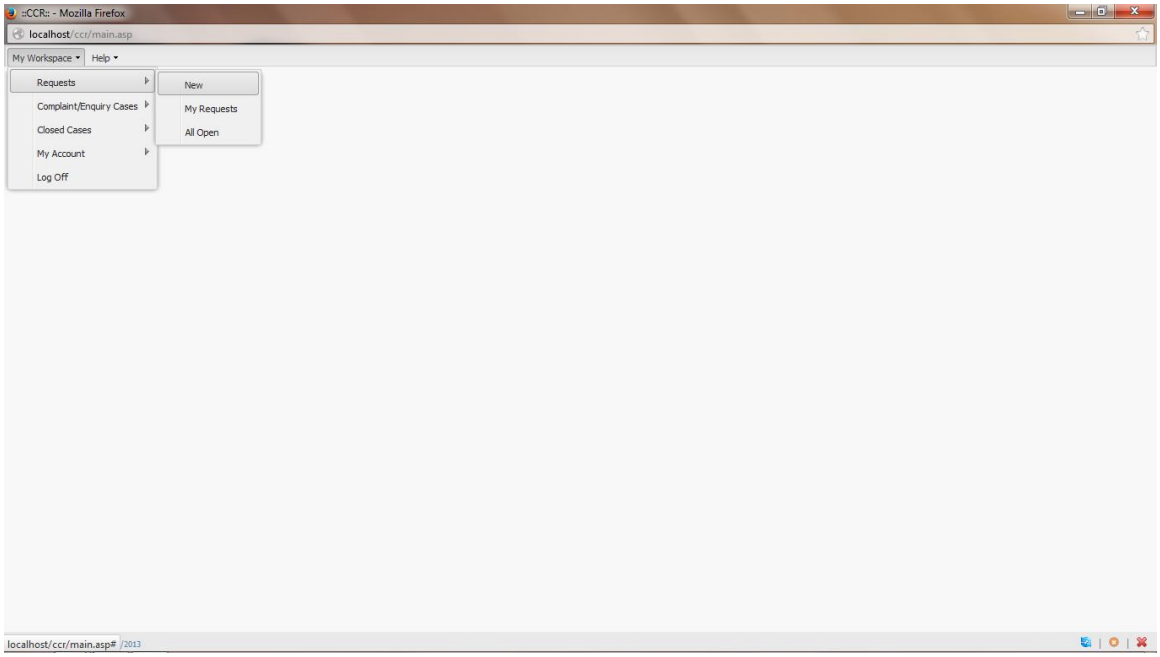
The second channel is the Public Site of the CCR which is accessible to all consumers on the Internet as further detailed in section 4.2 New Request via the Public Site below.

In either channel Consumer Requests are submitted using the Wizard, an application tool of the CCR the scope of which is to minimise the time and effort required in filling-in a Request while making sure that all necessary questions will be asked to the Consumer in this regard.



4.1 New Requests via the Application Back-End

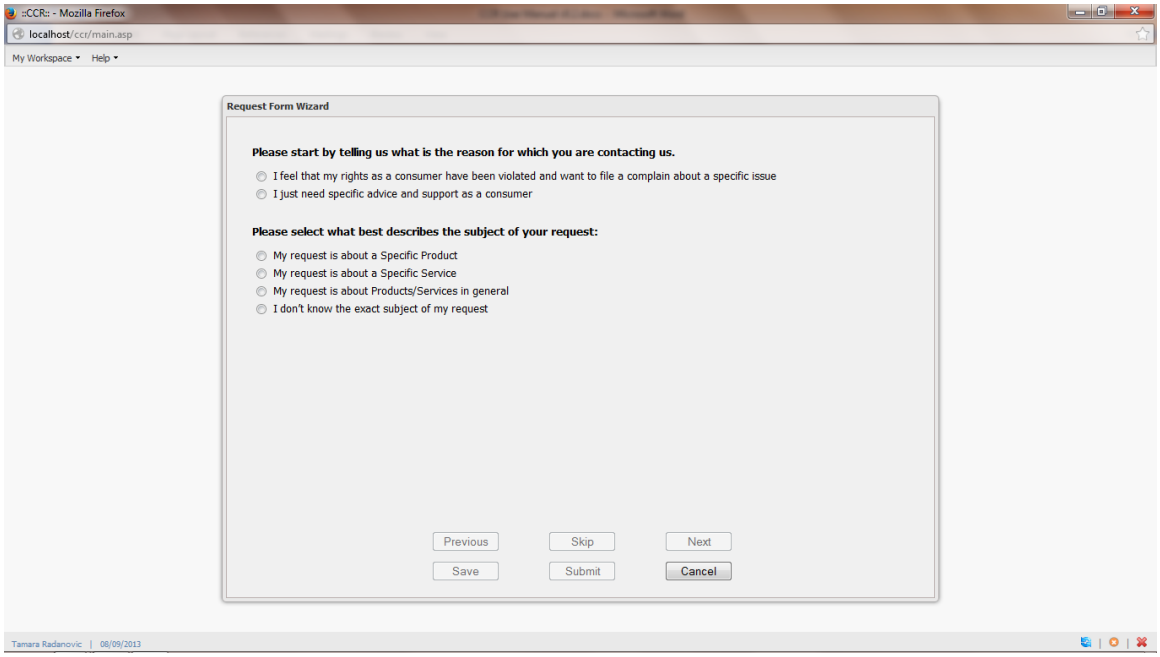
On the Menu select *My Workspace/Requests/New*.



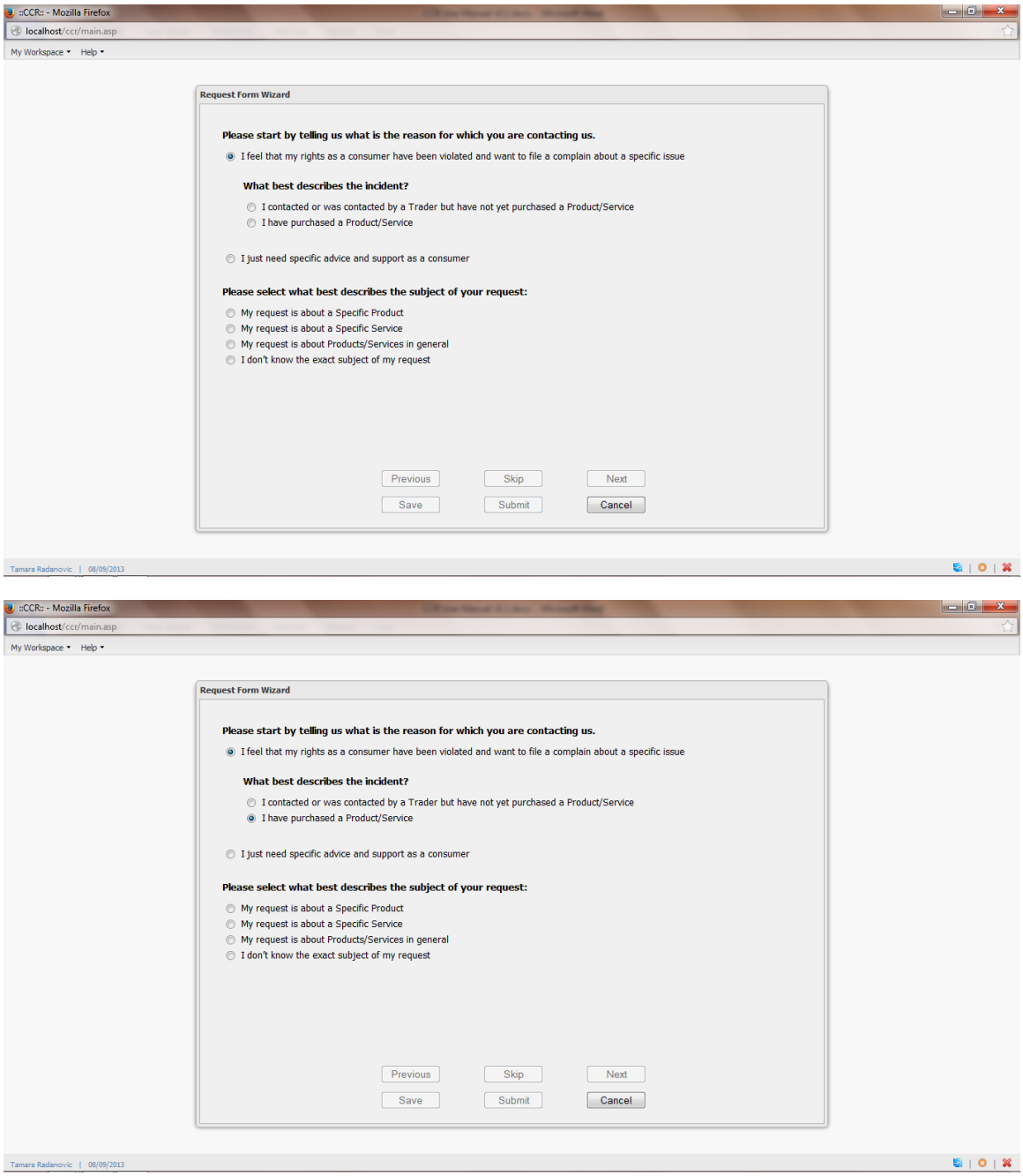
This will initiate the Wizard that will take you through the steps for filling in the Consumer Complaint/Enquiry Form.

4.1.1 Identifying the Context of the Request

The initial page of the Wizard requests some basic information about the Request in order to identify its general context and formulate the specific steps through which it will take you in this process.

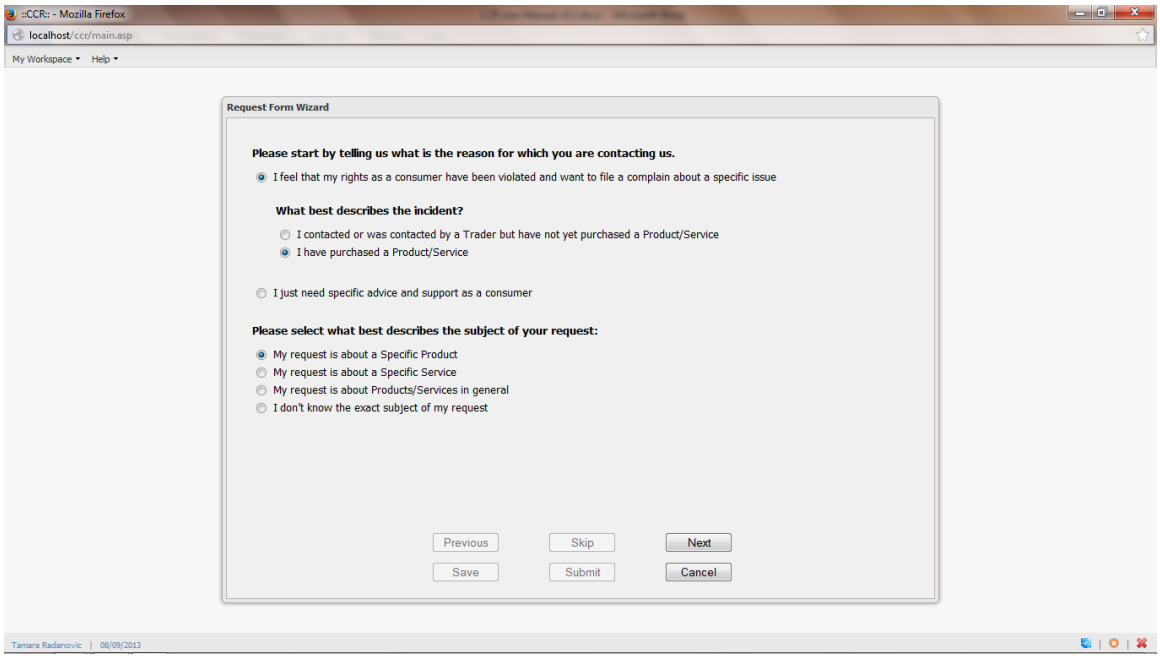

::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Help
Request Form Wizard
Please start by telling us what is the reason for which you are contacting us.
I feel that my rights as a consumer have been violated and want to file a complain about a specific issue
I just need specific advice and support as a consumer
Please select what best describes the subject of your request:
My request is about a Specific Product
My request is about a Specific Service
My request is about Products/Services in general
I don't know the exact subject of my request
Previous
Skip
Next
Save
Submit
Cancel

There are three questions to be answered in this page, the two first being in one group.


::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Help
Request Form Wizard
Please start by telling us what is the reason for which you are contacting us.
I feel that my rights as a consumer have been violated and want to file a complain about a specific issue
What best describes the incident?
I contacted or was contacted by a Trader but have not yet purchased a Product/Service
I have purchased a Product/Service
I just need specific advice and support as a consumer
Please select what best describes the subject of your request:
My request is about a Specific Product
My request is about a Specific Service
My request is about Products/Services in general
I don't know the exact subject of my request
Previous
Skip
Next
Save
Submit
Cancel
Tamara Radanovic | 08/09/2013

::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Help
Request Form Wizard
Please start by telling us what is the reason for which you are contacting us.
I feel that my rights as a consumer have been violated and want to file a complain about a specific issue
What best describes the incident?
I contacted or was contacted by a Trader but have not yet purchased a Product/Service
I have purchased a Product/Service
I just need specific advice and support as a consumer
Please select what best describes the subject of your request:
My request is about a Specific Product
My request is about a Specific Service
My request is about Products/Services in general
I don't know the exact subject of my request
Previous
Skip
Next
Save
Submit
Cancel
Tamara Radanovic | 08/09/2013

All three questions have to be answered for the Wizard to allow you to proceed.


::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Help
Request Form Wizard
Please start by telling us what is the reason for which you are contacting us.
I feel that my rights as a consumer have been violated and want to file a complain about a specific issue
What best describes the incident?
I contacted or was contacted by a Trader but have not yet purchased a Product/Service
I have purchased a Product/Service
I just need specific advice and support as a consumer
Please select what best describes the subject of your request:
My request is about a Specific Product
My request is about a Specific Service
My request is about Products/Services in general
I don't know the exact subject of my request
Previous
Skip
Next
Save
Submit
Cancel
Tamara Radanovic | 08/09/2013

When done hit *Next* to continue.
You may as well *Cancel* the operation at this stage or at any step of the Wizard if you need to abandon the submission of the Request.

4.1.2 Filling-in the Complaint/Enquiry Form

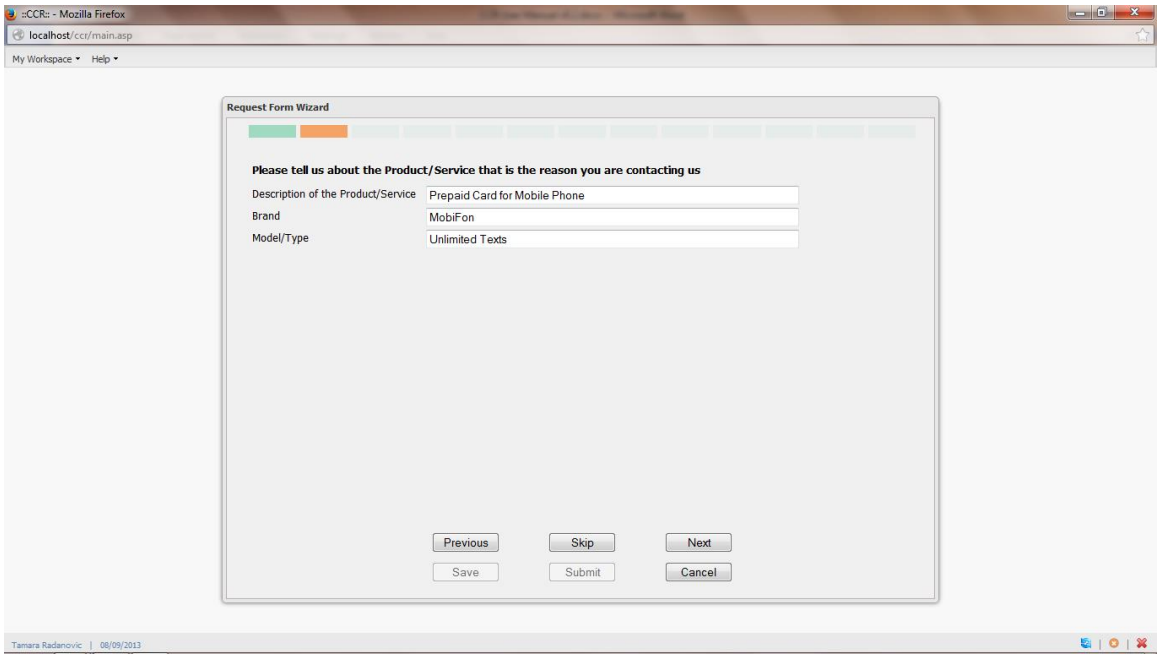
As long as you have provided the abovementioned basic information you may proceed to filling-in the details of the Request. The number of steps to follow and specific further information that you will be requested to fill-in varies in accordance to the complexity and identity of the specific Request.

For instructional purposes, the sequence of screenshots below illustrates the case where the identified scenario requires filling-in all sections of the Consumer Complaint/Enquiry Form.

In each step of the Wizard you may fill-in the required information, if available to you at all, and provided that the relevant buttons on the bottom of the window of the Wizard are active, you may:

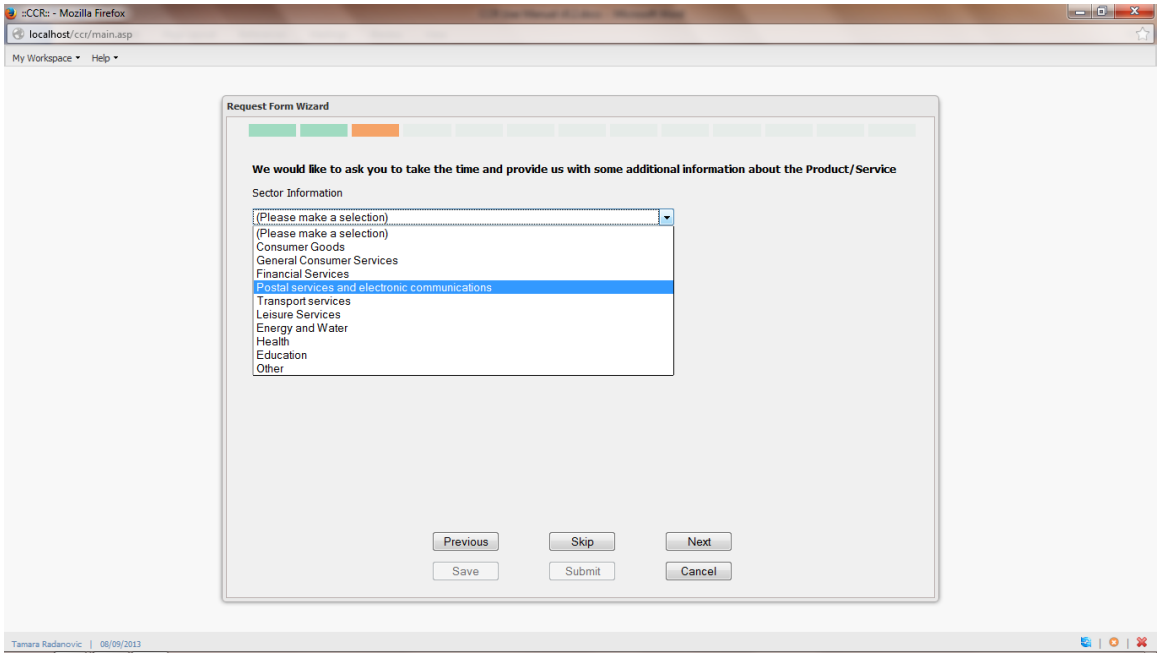
1. Go back to the *Previous* step (this action stores any data you filled in already);
2. *Skip* filling in the fields of the data requested in this step;
3. Continue to the *Next* step of the Wizard;
4. *Save* the Request temporarily in the CCR if for any reason you need to complete the Submission at a later stage;
5. *Submit* the Request; or
6. *Cancel* the operation if you need to abandon the submission of the Request.

Step: Details of the Product or Service



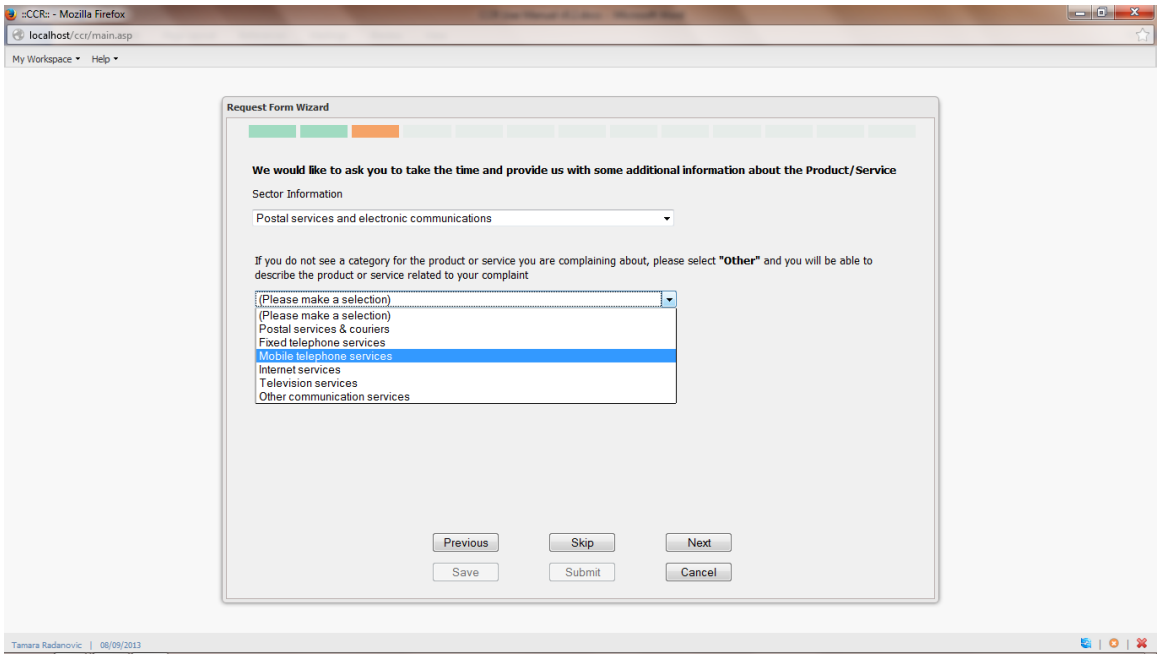
Fill-in the details of the Product or Service being the subject of the Consumer Request and hit *Next* to continue or chose any of the other available actions.

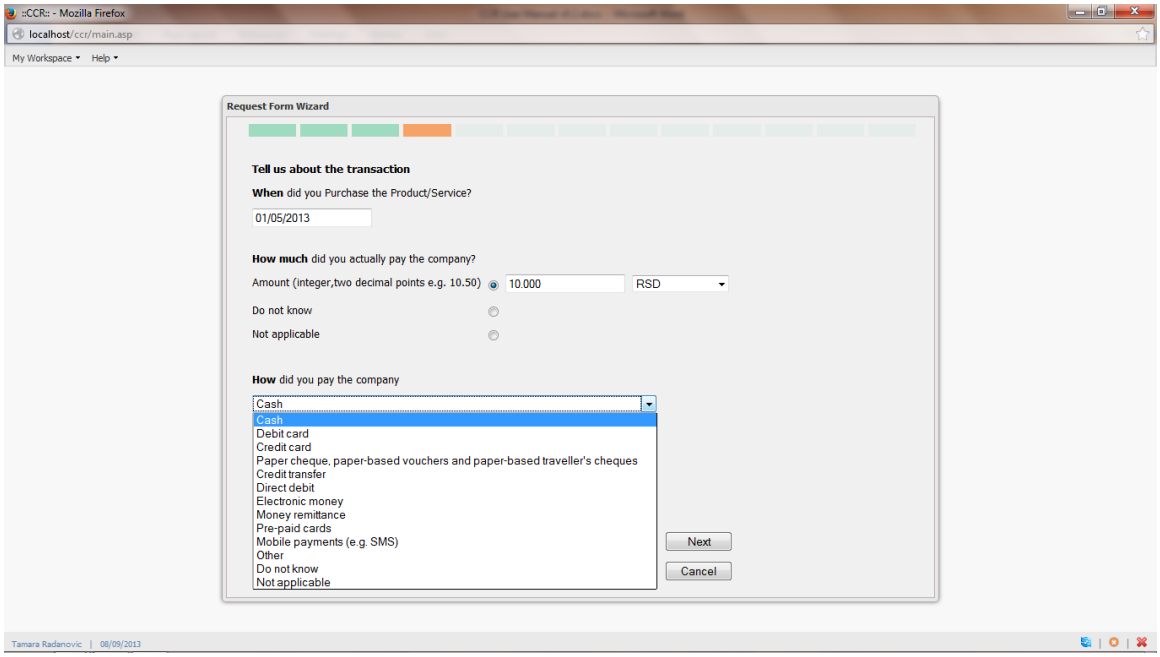
Step: Sector Information



Using the pop-down selectors chose the category and (if present) the sub-category of Sector Information for the Product or Service being the subject of the Consumer Request and hit *Next* to continue or chose any of the other available actions.

Step: Details about the transaction

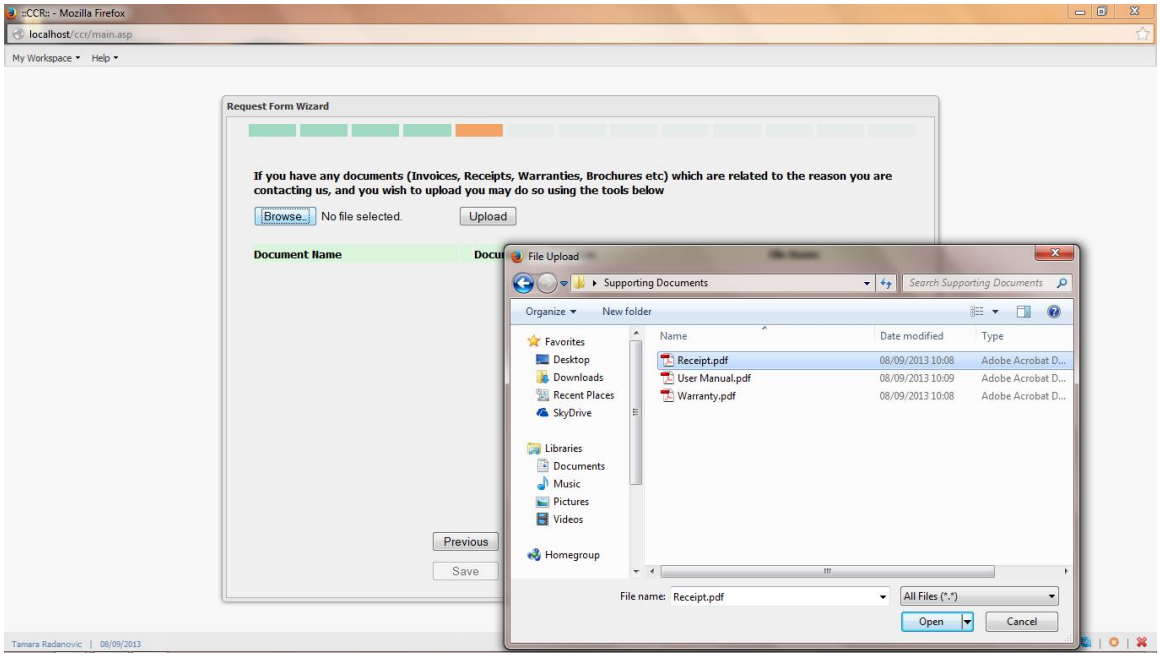

::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Help
Request Form Wizard
We would like to ask you to take the time and provide us with some additional information about the Product/Service
Sector Information
Postal services and electronic communications
If you do not see a category for the product or service you are complaining about, please select "Other" and you will be able to describe the product or service related to your complaint
(Please make a selection)
(Please make a selection)
Postal services & couriers
Fixed telephone services
Mobile telephone services
Internet services
Television services
Other communication services
Previous
Skip
Next
Save
Submit
Cancel
Tamara Radanovic | 08/09/2013



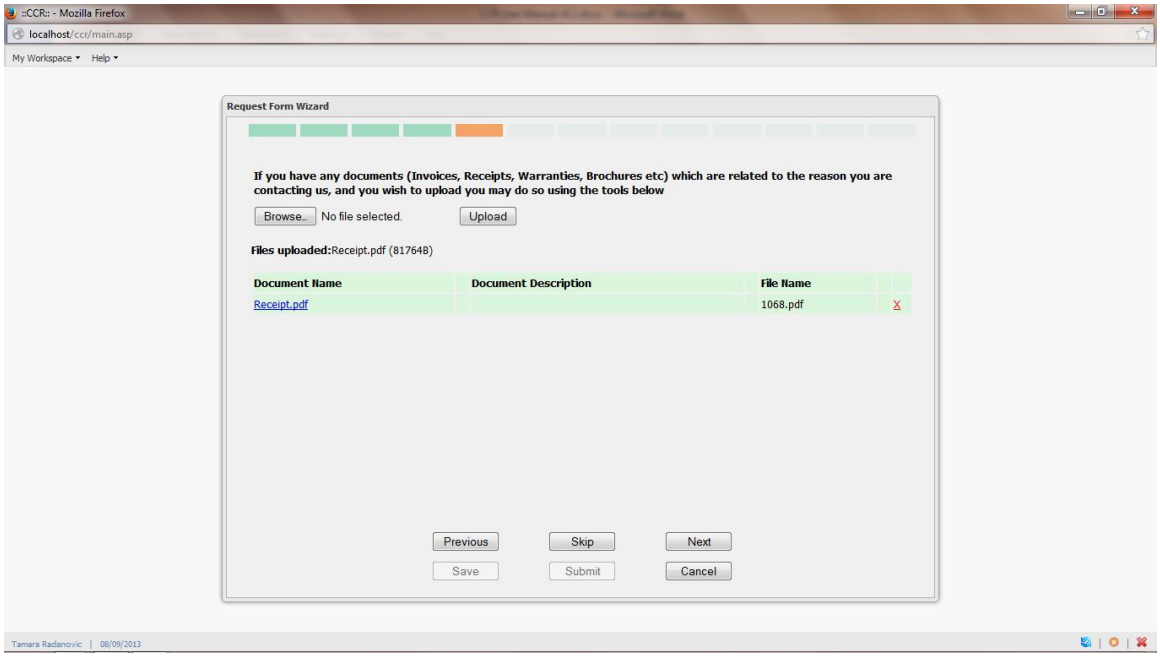
Fill-in the details about the Date of Purchase of the Product or Service, the amount paid (if applicable and known) and finally using the pop-down selector chose the Method of Payment.

Hit *Next* to continue or chose any of the other available actions.

Step: Supporting Documents



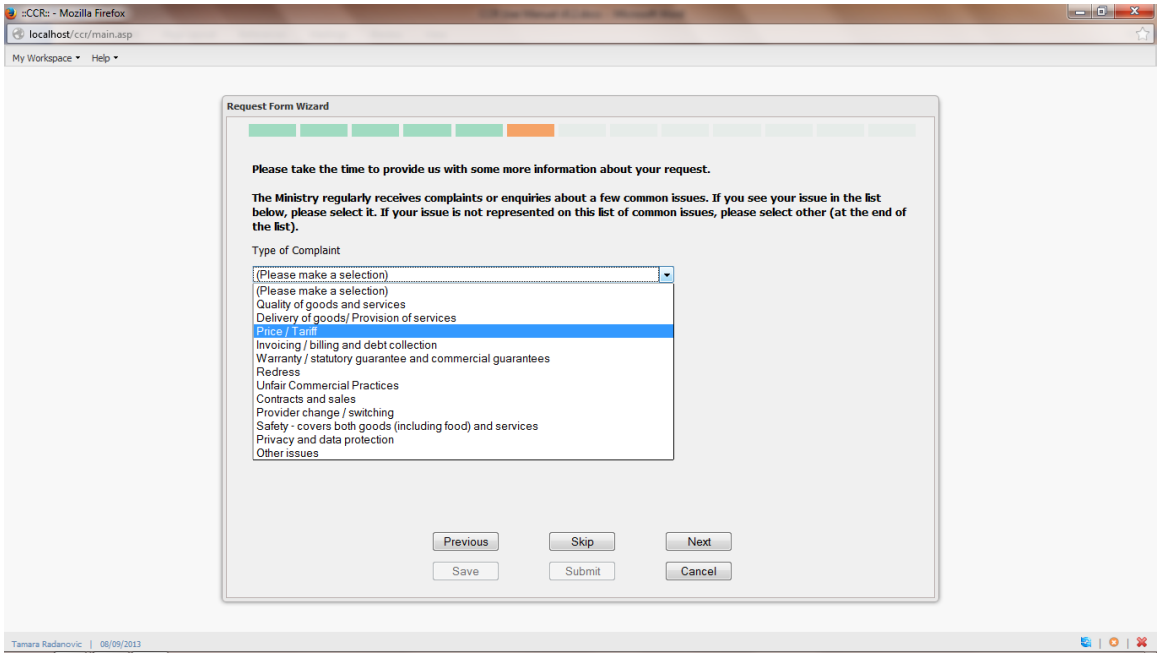
Click on *Browse* to select an electronic copy of a Supporting Document stored on your computer (invoice, receipt, warranty card etc.) in order to upload it in the system. You may upload up to 10 supporting documents.



Once successfully uploaded in the system the document is displayed in the List of Supporting Documents.

When done with uploading Supporting Documents hit *Next* to continue or chose any of the other available actions.

Step: Type of Complaint


::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Help
Request Form Wizard
Please take the time to provide us with some more information about your request.
The Ministry regularly receives complaints or enquiries about a few common issues. If you see your issue in the list below, please select it. If your issue is not represented on this list of common issues, please select other (at the end of the list).
Type of Complaint
(Please make a selection)
(Please make a selection)
Quality of goods and services
Delivery of goods/ Provision of services
Price / Tariff
Invoicing / billing and debt collection
Warranty / statutory guarantee and commercial guarantees
Redress
Unfair Commercial Practices
Contracts and sales
Provider change / switching
Safety - covers both goods (including food) and services
Privacy and data protection
Other issues
Previous
Skip
Next
Save
Submit
Cancel
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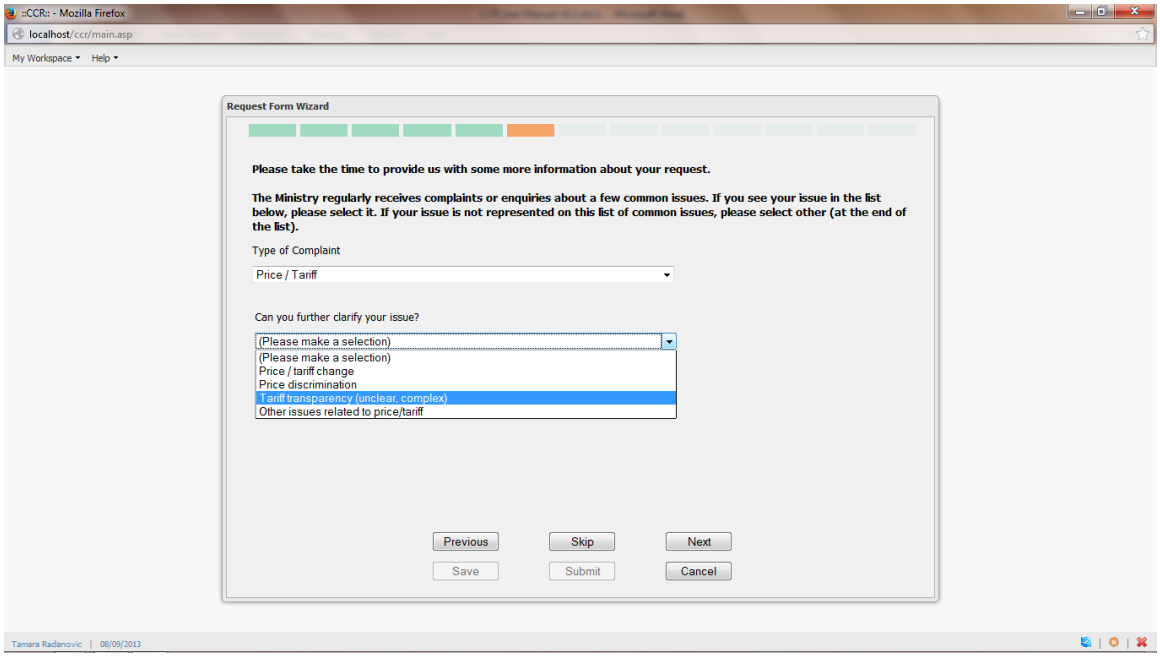
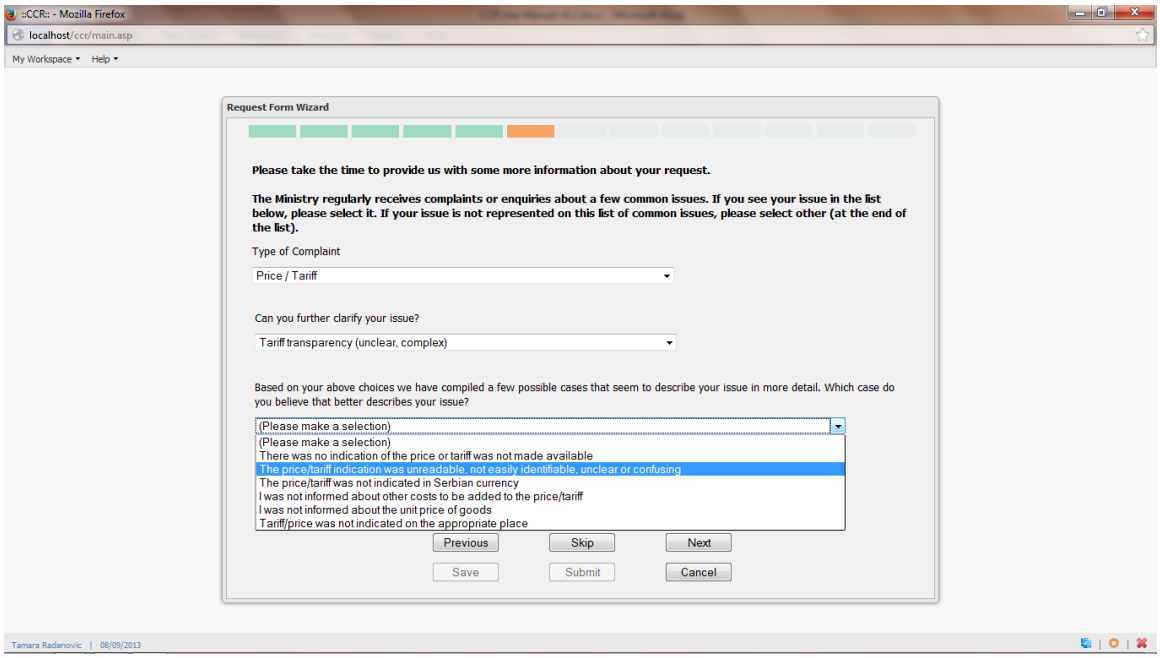
Using the pop-down selectors chose the descriptions of the category and sub-category of the Type of Complaint that best fits with the Consumer Request.


::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Help
Request Form Wizard
Please take the time to provide us with some more information about your request.
The Ministry regularly receives complaints or enquiries about a few common issues. If you see your issue in the list below, please select it. If your issue is not represented on this list of common issues, please select other (at the end of the list).
Type of Complaint
Price / Tariff
Can you further clarify your issue?
(Please make a selection)
(Please make a selection)
Price / tariff change
Price discrimination
Tariff transparency (unclear, complex)
Other issues related to price/tariff
Previous
Skip
Next
Save
Submit
Cancel
Tamara Radanovic | 08/09/2013


::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Help
Request Form Wizard
Please take the time to provide us with some more information about your request.
The Ministry regularly receives complaints or enquiries about a few common issues. If you see your issue in the list below, please select it. If your issue is not represented on this list of common issues, please select other (at the end of the list).
Type of Complaint
Price / Tariff
Can you further clarify your issue?
Tariff transparency (unclear, complex)
Based on your above choices we have compiled a few possible cases that seem to describe your issue in more detail. Which case do you believe that better describes your issue?
(Please make a selection)
(Please make a selection)
There was no indication of the price or tariff was not made available
The price/tariff indication was unreadable, not easily identifiable, unclear or confusing
The price/tariff was not indicated in Serbian currency
I was not informed about other costs to be added to the price/tariff
I was not informed about the unit price of goods
Tariff/price was not indicated on the appropriate place
Previous
Skip
Next
Save
Submit
Cancel
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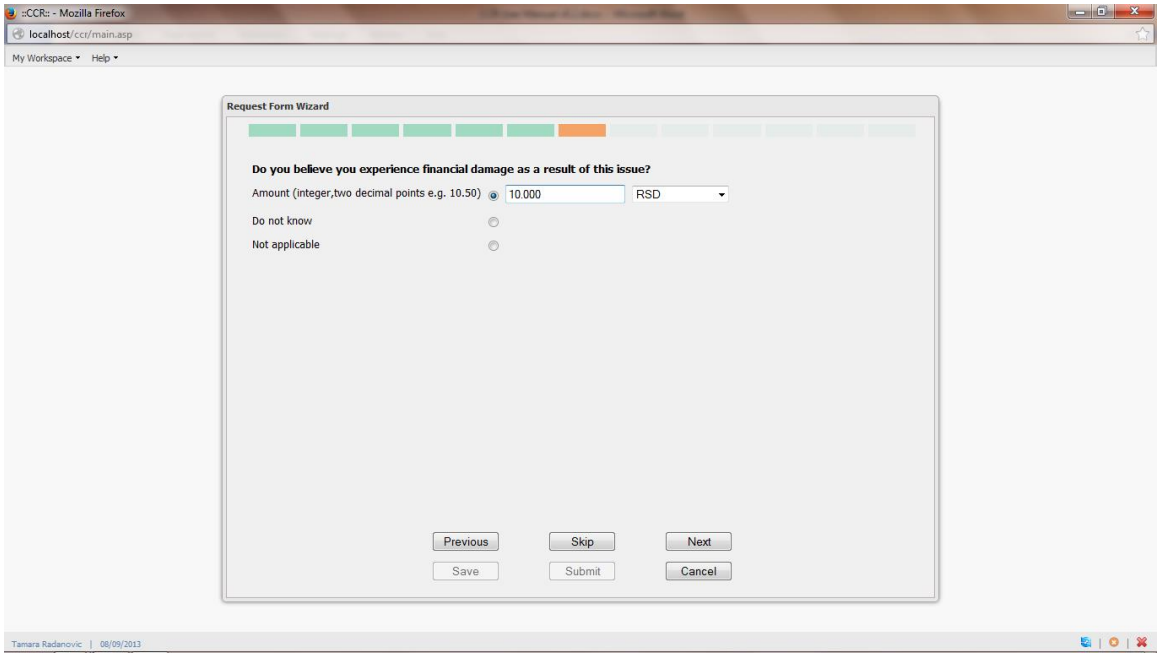
Using the appropriate pop-down selector chose the relevant violation of the National Legislation that best fits with the Consumer Request.

Hit *Next* to continue or chose any of the other available actions.

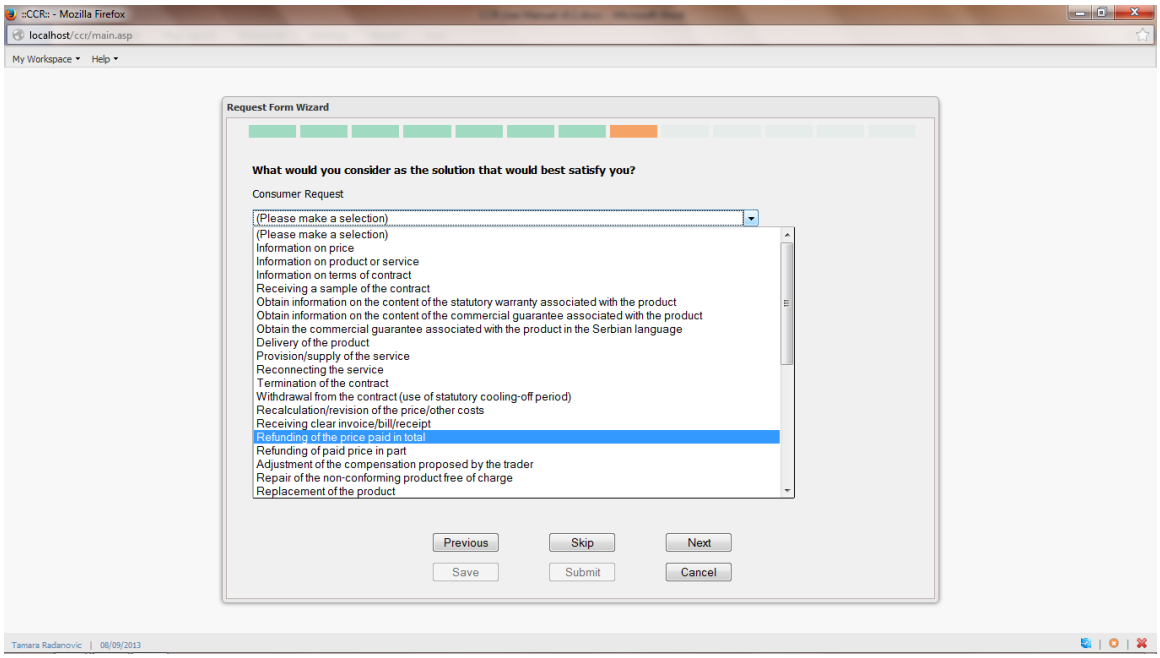
Step: Financial Damage



Fill-in the estimated financial damage (if applicable and known).

Hit *Next* to continue or chose any of the other available actions.

Step: Potential Consumer Request


::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Help
Request Form Wizard
What would you consider as the solution that would best satisfy you?
Consumer Request
(Please make a selection)
(Please make a selection)
Information on price
Information on product or service
Information on terms of contract
Receiving a sample of the contract
Obtain information on the content of the statutory warranty associated with the product
Obtain information on the content of the commercial guarantee associated with the product
Obtain the commercial guarantee associated with the product in the Serbian language
Delivery of the product
Provision/supply of the service
Reconnecting the service
Termination of the contract
Withdrawal from the contract (use of statutory cooling-off period)
Recalculation/revision of the price/other costs
Receiving clear invoice/bill/receipt
Refunding of the price paid in total
Refunding of paid price in part
Adjustment of the compensation proposed by the trader
Repair of the non-conforming product free of charge
Replacement of the product
Previous
Skip
Next
Save
Submit
Cancel
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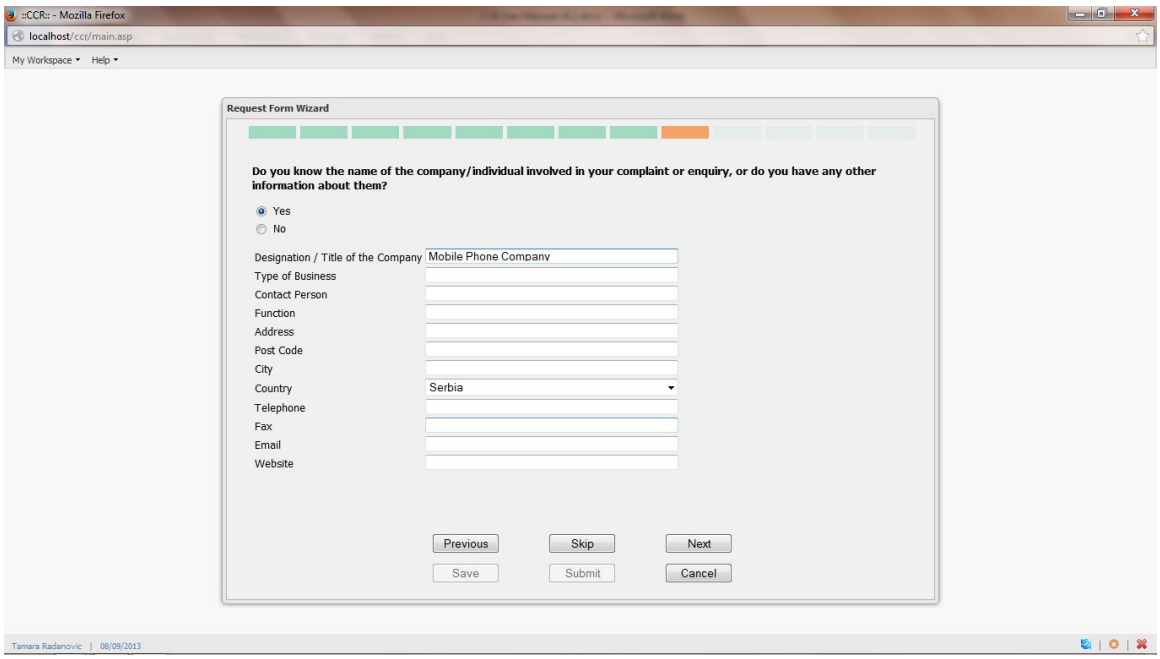
Using the pop-down selector chose the description of the Potential Consumer Request that best represents what the Consumers would consider as a satisfactory outcome of the handling of his/her Request.

Hit *Next* to continue or chose any of the other available actions.

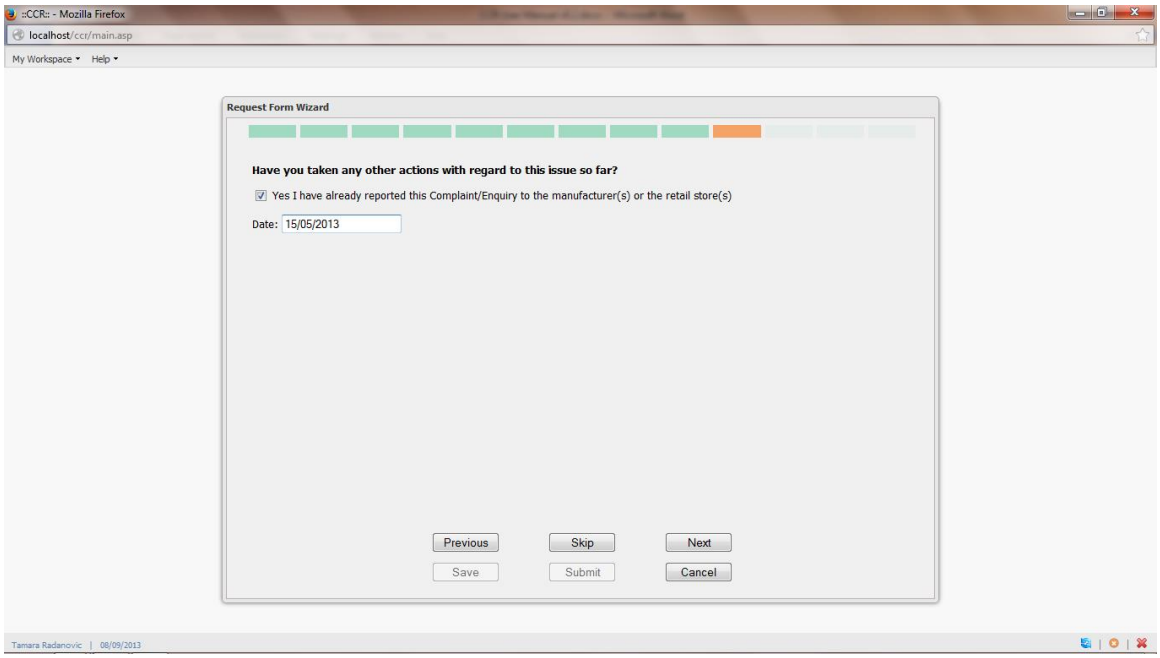
Step: Details of the Provider



If the details of the Provider of the Product or Service being subject of the Request are known, tick *Yes* and fill-them-in. Else tick *No*.

Hit *Next* to continue or chose any of the other available actions.

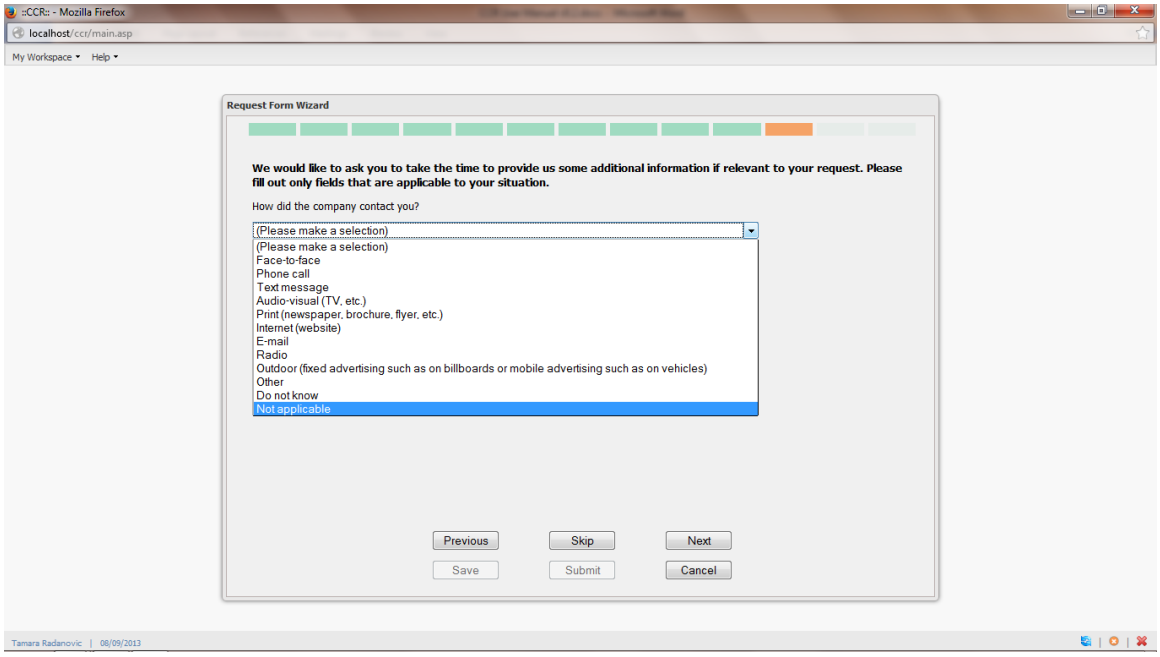
Step: Has this Request been submitted again in the past?



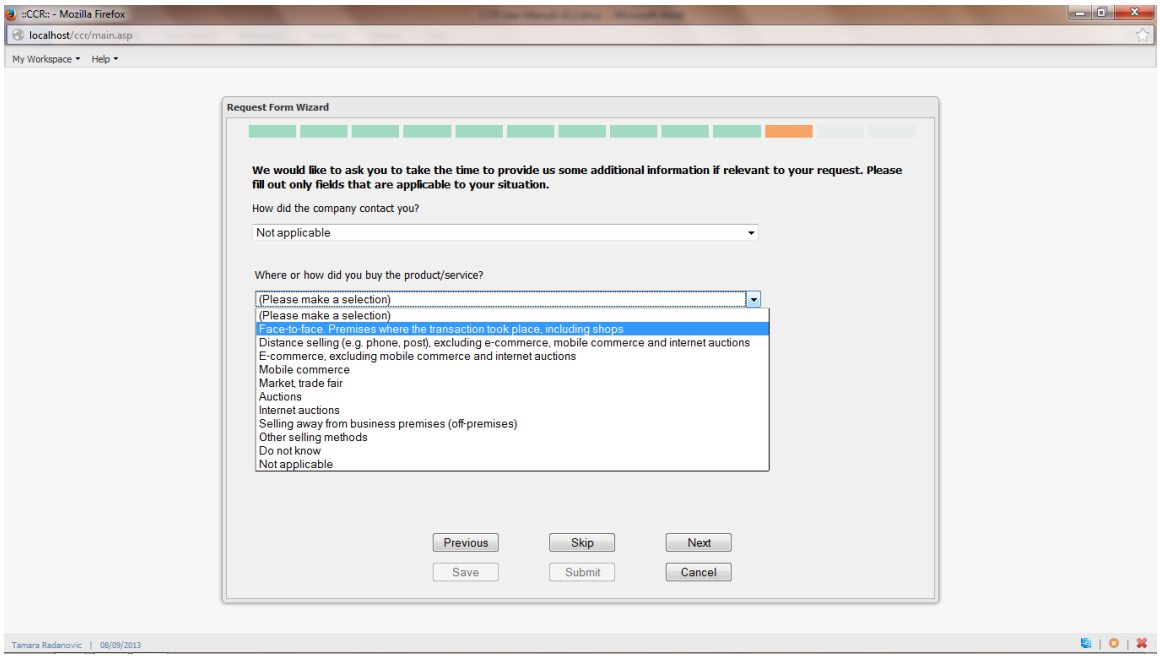
If a Request for the same issue has been submitted in the past, tick the relevant box and fill-in the date of submission.

Hit *Next* to continue or chose any of the other available actions.

Step: Advertising Method and Selling Method



Using the appropriate pop-down selectors chose the Advertising Method as well as the category and (if present) the sub-category of the Selling Method that best fit with the information provided to you regarding the Request.


::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Help
Request Form Wizard
We would like to ask you to take the time to provide us some additional information if relevant to your request. Please fill out only fields that are applicable to your situation.
How did the company contact you?
Not applicable
Where or how did you buy the product/service?
(Please make a selection)
(Please make a selection)
Face-to-face. Premises where the transaction took place, including shops
Distance selling (e.g. phone, post), excluding e-commerce, mobile commerce and internet auctions
E-commerce, excluding mobile commerce and internet auctions
Mobile commerce
Market, trade fair
Auctions
Internet auctions
Selling away from business premises (off-premises)
Other selling methods
Do not know
Not applicable
Previous
Skip
Next
Save
Submit
Cancel
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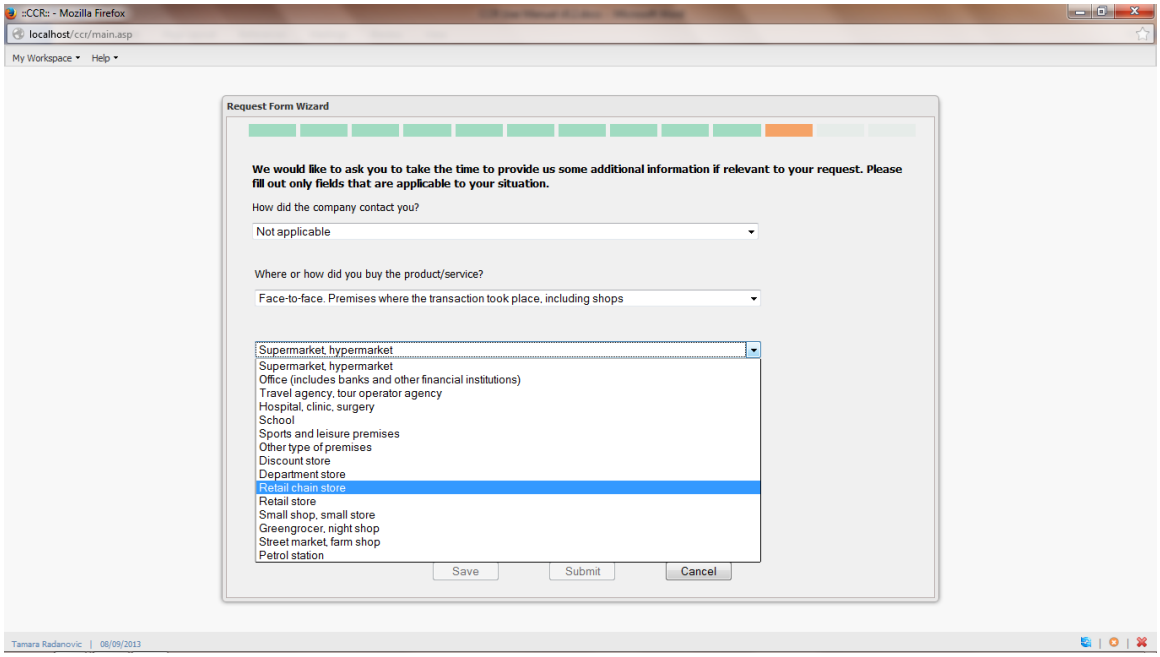
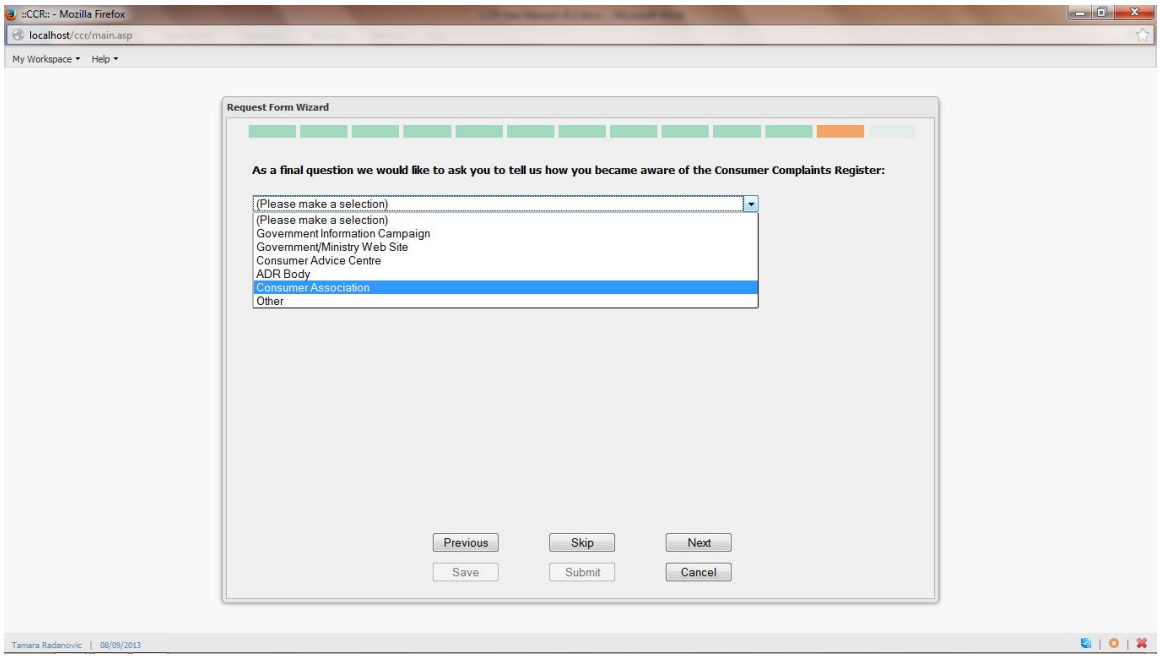

::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Help
Request Form Wizard
We would like to ask you to take the time to provide us some additional information if relevant to your request. Please fill out only fields that are applicable to your situation.
How did the company contact you?
Not applicable
Where or how did you buy the product/service?
Face-to-face. Premises where the transaction took place, including shops
Supermarket, hypermarket
Supermarket, hypermarket
Office (includes banks and other financial institutions)
Travel agency, tour operator agency
Hospital, clinic, surgery
School
Sports and leisure premises
Other type of premises
Discount store
Department store
Retail chain store
Retail store
Small shop, small store
Greengrocer, night shop
Street market, farm shop
Petrol station
Save
Submit
Cancel
Tamara Radanovic | 08/09/2013

Hit *Next* to continue or chose any of the other available actions.

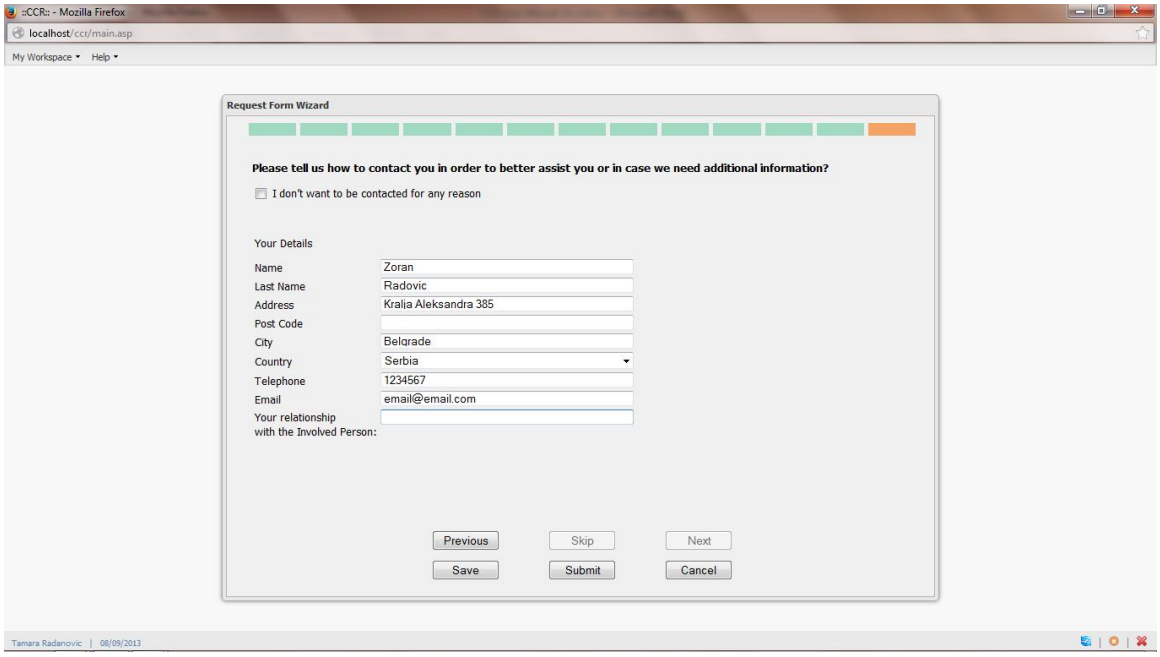
Step: How did you find out about the CCR?



Using the pop-down selector chose the description that best fits to the way the Consumer has been informed about the CCR.

Hit *Next* to continue or chose any of the other available actions.

Step: Details of the Consumer

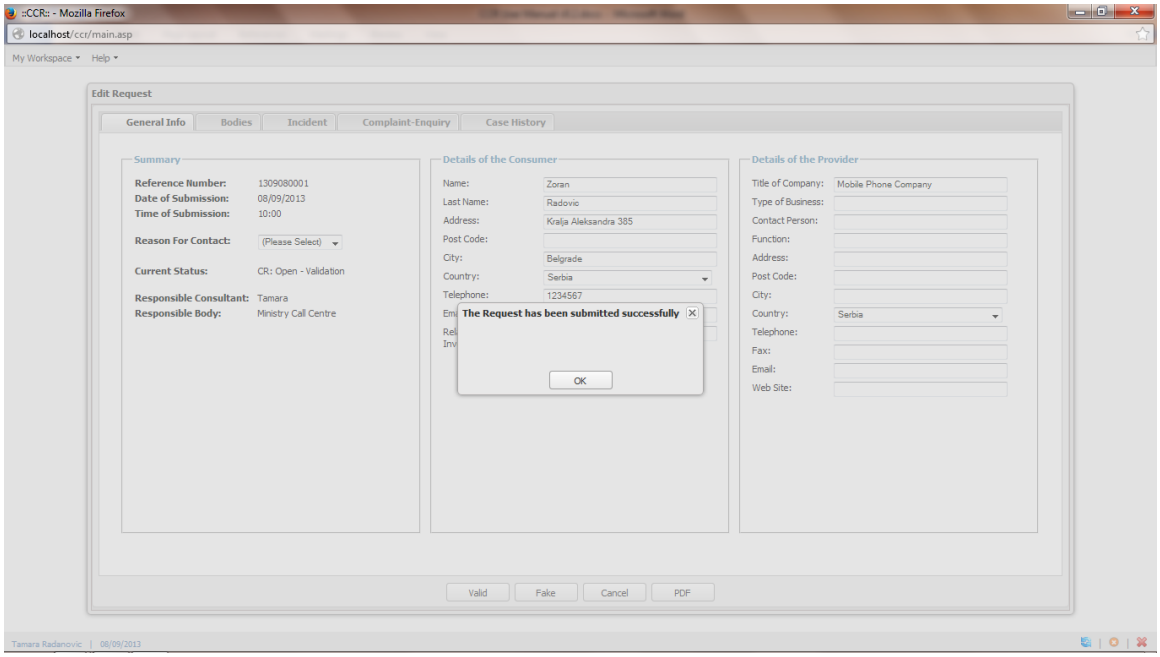


If the Consumer wishes not to provide his/her details tick the relevant box. Otherwise fill-in his/her details accordingly.

Hit *Submit* to store the Request in the system or chose any of the other available actions.

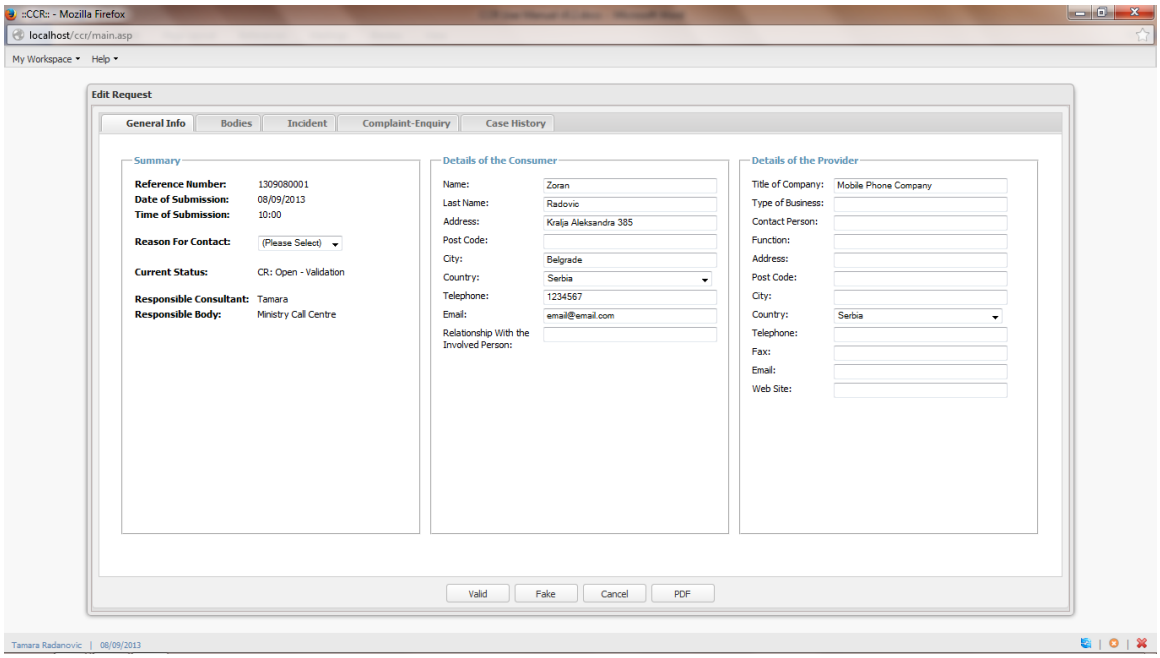
4.1.3 Completion of the Wizard and Storage of Request

If you completed going through the steps defined by the Wizard for filling-in the Consumer Complaint/Enquiry Form then normally you'll end up with a message informing you that the Request has been successfully submitted.



Hit *OK* to close the dialogue box.

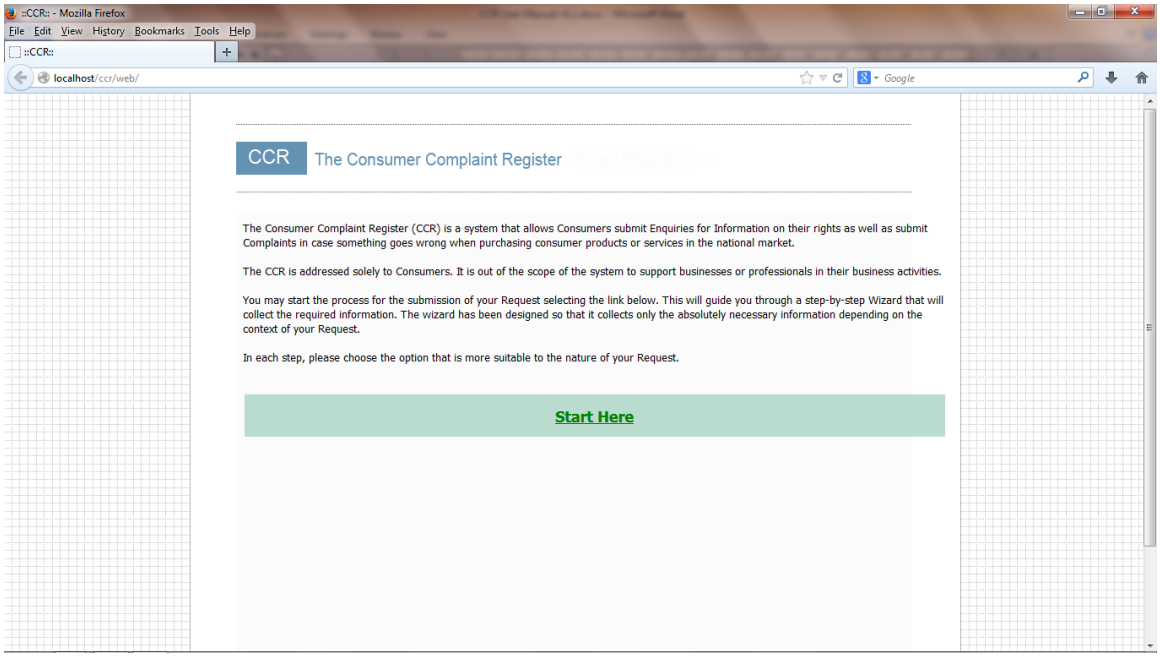
You can now access the details for the Request, amend them as necessary and probably proceed to handling the Request.



4.2 New Request via the Public Site

The CCR is accessible to all consumers via the Application Public Site hosted on the Internet. Access to the Public Site is open, in other words no authentication is required for a Consumer to submit a Request.

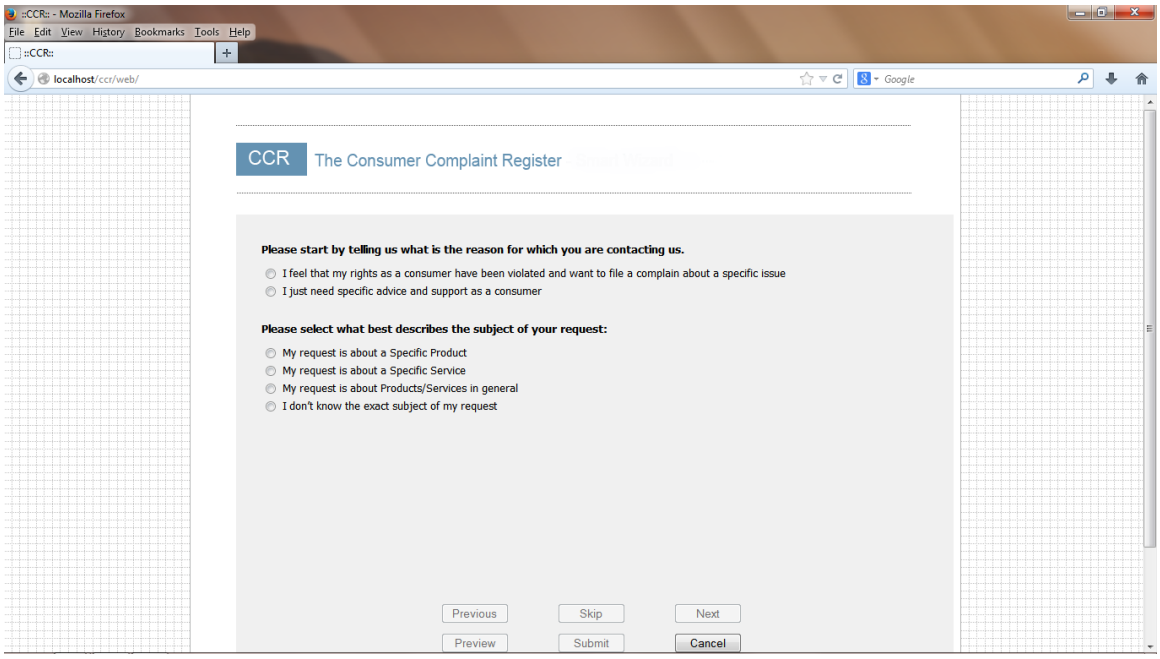
The introductory page welcomes the Consumer, informs about the scope of the system and provides brief instructions of its use.


::CCR:: - Mozilla Firefox
File Edit View History Bookmarks Tools Help
::CCR::
localhost/ccr/web/
Google
CCR
The Consumer Complaint Register
The Consumer Complaint Register (CCR) is a system that allows Consumers submit Enquiries for Information on their rights as well as submit Complaints in case something goes wrong when purchasing consumer products or services in the national market.
The CCR is addressed solely to Consumers. It is out of the scope of the system to support businesses or professionals in their business activities.
You may start the process for the submission of your Request selecting the link below. This will guide you through a step-by-step Wizard that will collect the required information. The wizard has been designed so that it collects only the absolutely necessary information depending on the context of your Request.
In each step, please choose the option that is more suitable to the nature of your Request.
Start Here

The Consumer may click on the link ‘Start Here’ in order to initiate the Wizard that will take him/her through the process to fill-in the Consumer Complaint/Enquiry Form.

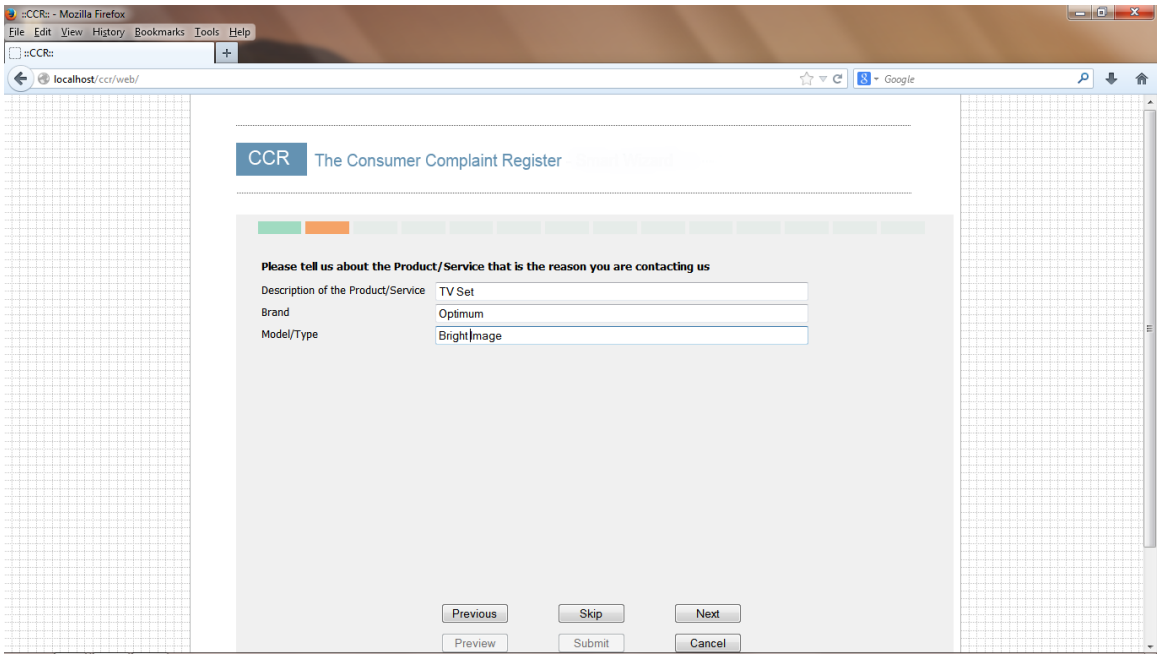
4.2.1 Identifying the Context of the Request

As in the case of the Application Back-End, the initial page of the Wizard requests some basic information about the Request in order to identify its general context and formulate the specific steps through which it will take the Consumer in this process as further detailed in section 4.1.1 Identifying the Context of the Request.


::CCR:: - Mozilla Firefox
File Edit View History Bookmarks Tools Help
::CCR::
localhost/ccr/web/
Google
CCR
The Consumer Complaint Register
Please start by telling us what is the reason for which you are contacting us.
I feel that my rights as a consumer have been violated and want to file a complain about a specific issue
I just need specific advice and support as a consumer
Please select what best describes the subject of your request:
My request is about a Specific Product
My request is about a Specific Service
My request is about Products/Services in general
I don't know the exact subject of my request
Previous
Skip
Next
Preview
Submit
Cancel

4.2.2 Filling-in the Complaint/Enquiry Form

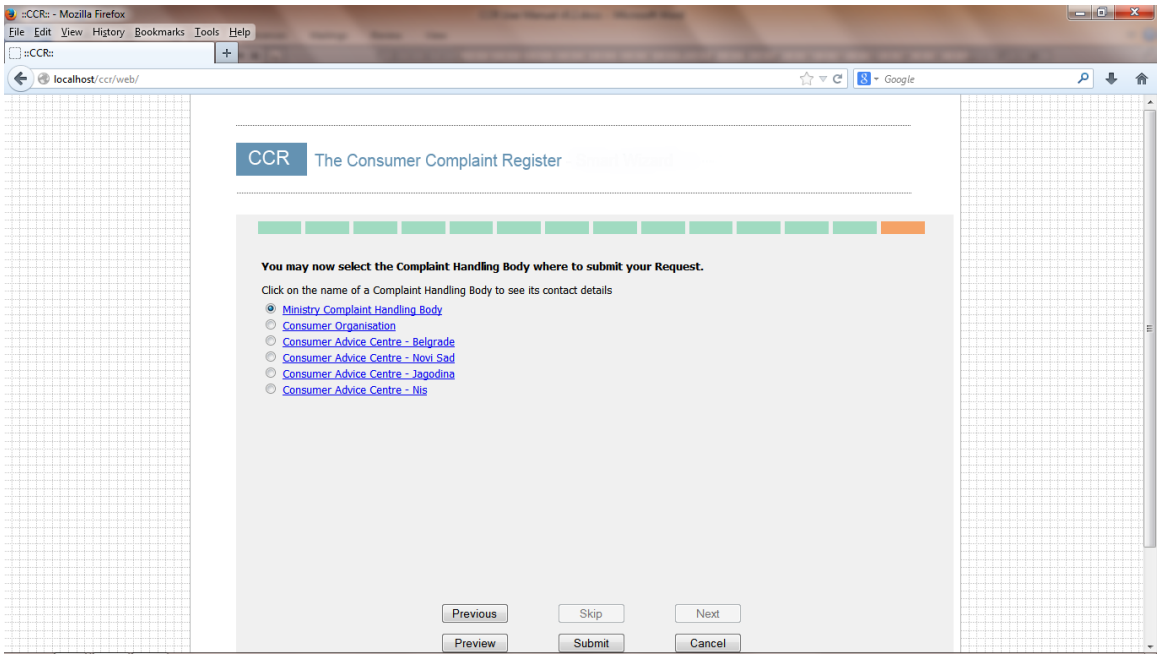
When the basic information is provided the Consumer may proceed to filling-in the details of his/her Request.



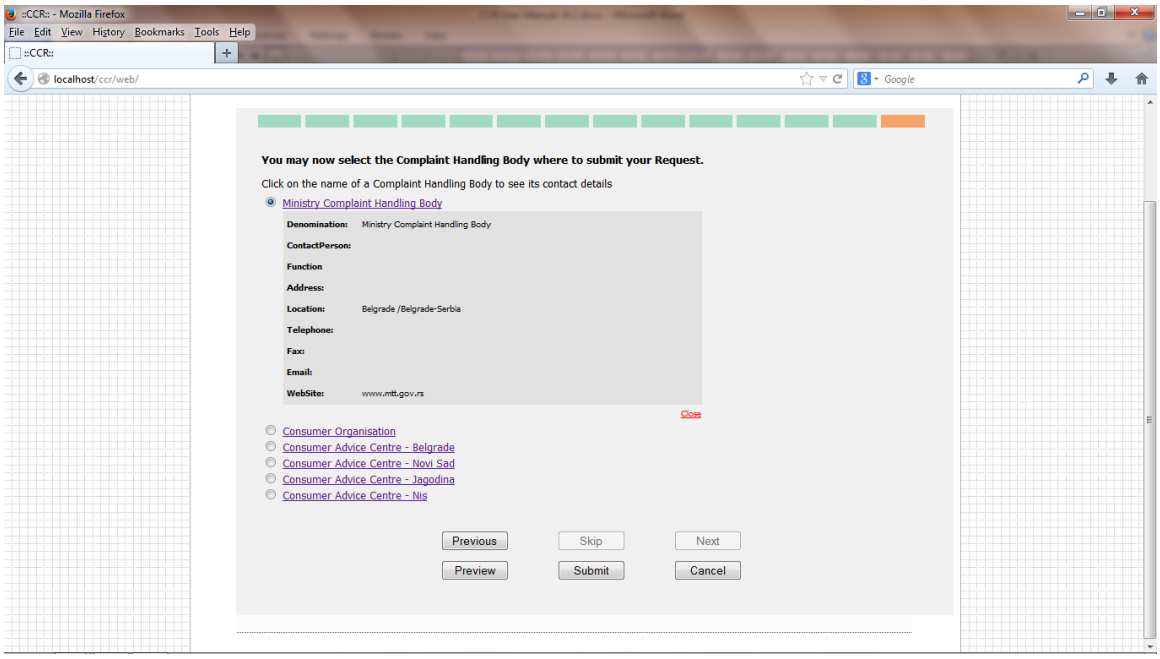
The number of steps to follow and specific further information that the Consumer will be requested to fill-in varies in accordance to the complexity and identity of the specific Request as further detailed in section 4.1.2 Filling-in the Complaint/Enquiry Form.

4.2.3 Completion of the Wizard and Storage of Request

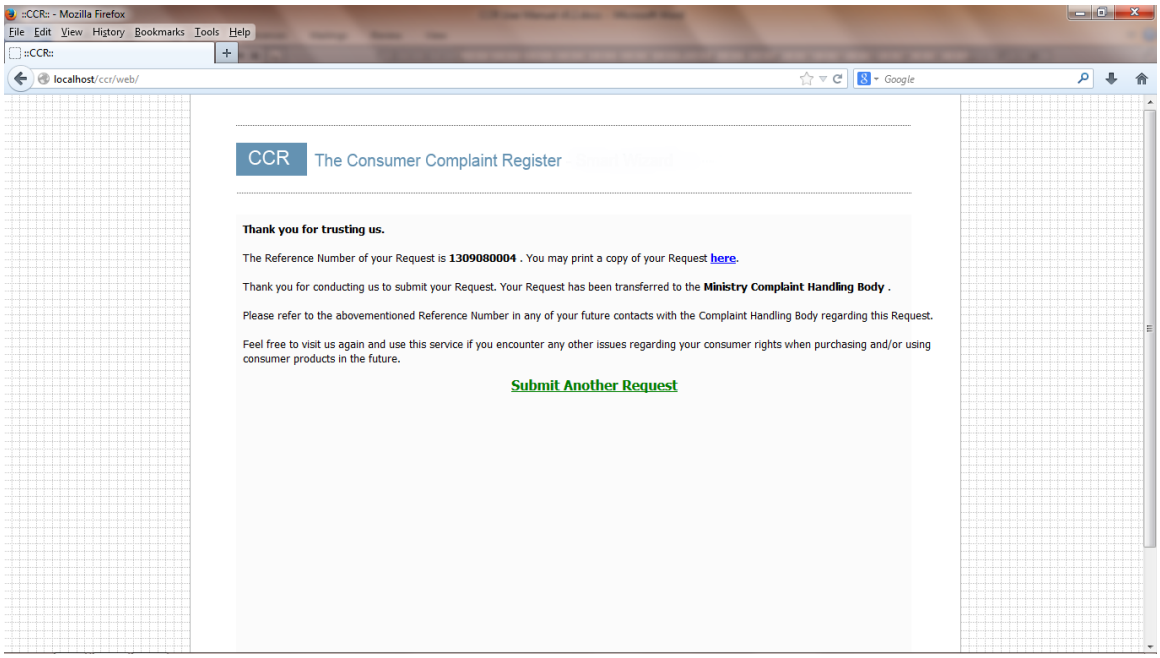
The final step of the Wizard on the Public Site provides the Consumer with a list of Complaint Handling Bodies (CHB) where the Request may be submitted.



The details of a CHB are accessible by clicking on the name of the specific Body.



The Consumer may select the recipient of his/her Complaint Request by clicking on the radio button next to the name of the desired Complaint Handling Body and hit ‘Submit’ in order to Submit the Request.


::CCR:: - Mozilla Firefox
File Edit View History Bookmarks Tools Help
::CCR::
localhost/ccr/web/
Google
CCR
The Consumer Complaint Register
Thank you for trusting us.
The Reference Number of your Request is 1309080004 . You may print a copy of your Request here.
Thank you for conducting us to submit your Request. Your Request has been transferred to the Ministry Complaint Handling Body .
Please refer to the abovementioned Reference Number in any of your future contacts with the Complaint Handling Body regarding this Request.
Feel free to visit us again and use this service if you encounter any other issues regarding your consumer rights when purchasing and/or using consumer products in the future.
Submit Another Request

Following the Submission of the Request, the Wizard concludes by providing the Consumer with:

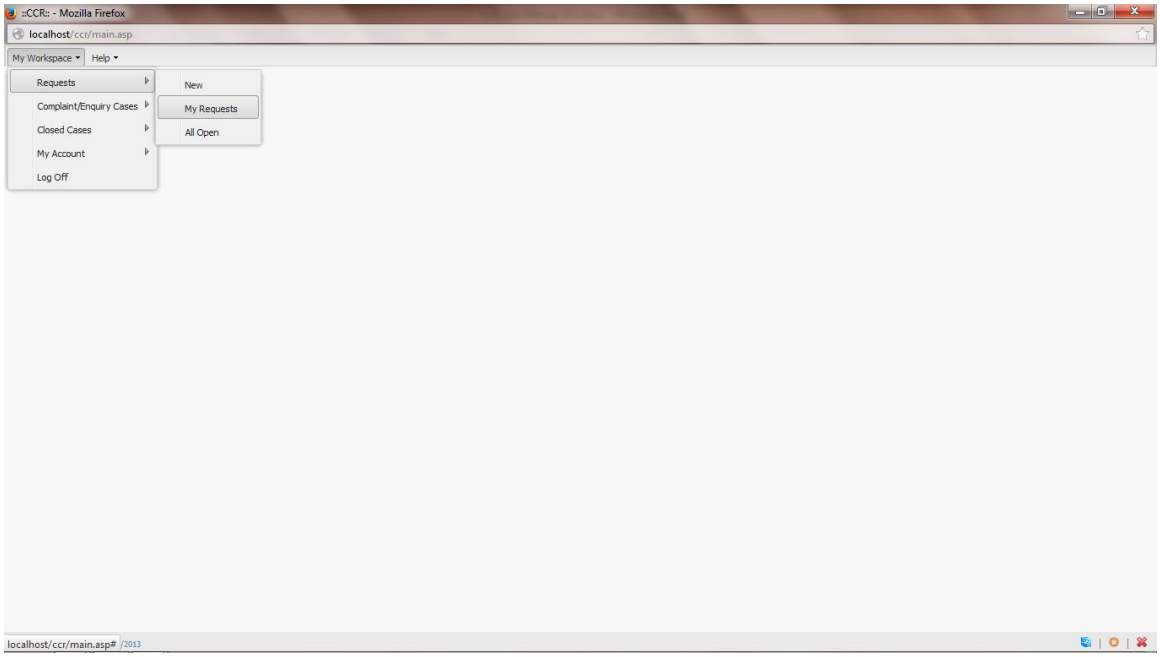
- A confirmation of the successful submission of the Request;
- The Reference Number of the Request, which will be required in the Consumers further communication with the Complaint Handling Body that will handle the Request;
- Access to a downloadable electronic copy of the Request in PDF form, for the Consumer's reference and archive.

5 ACCESSING REQUESTS & CASES

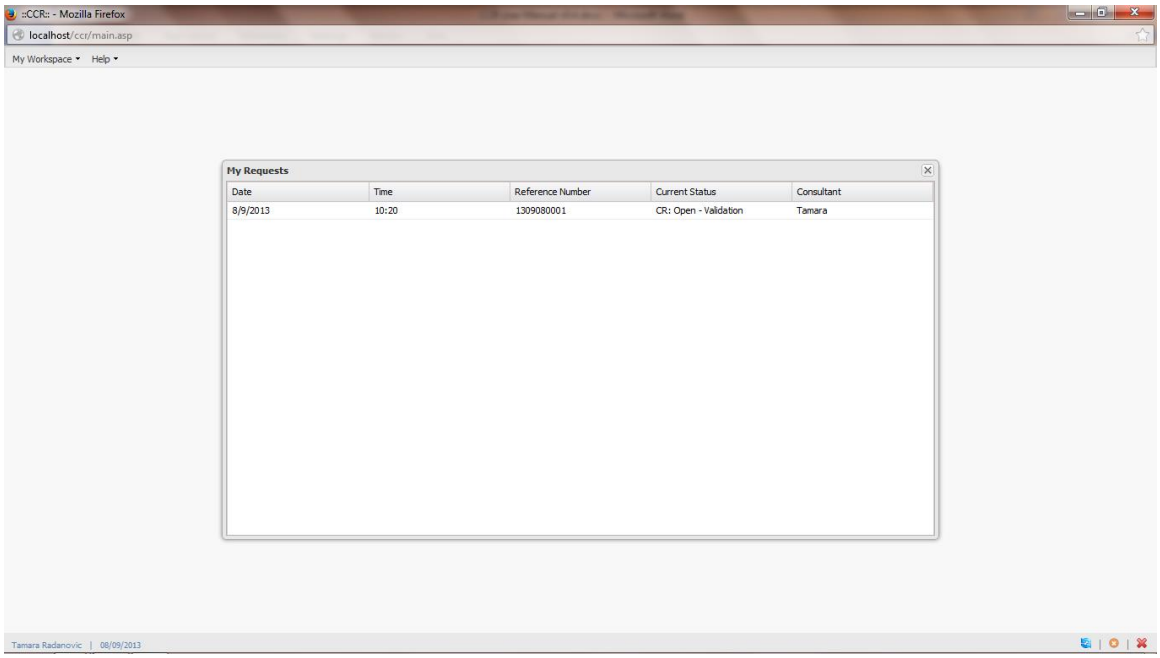
5.1 Requests

5.1.1 My Requests

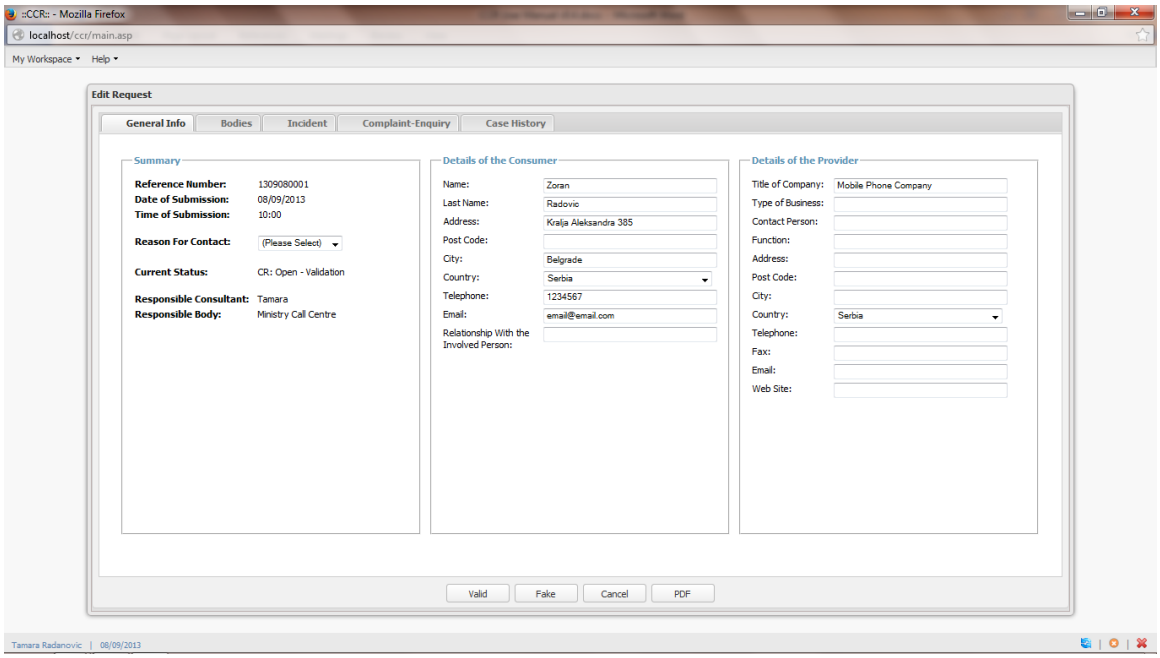
On the Menu select *My Workspace/Requests/My Requests*.



This opens the application window My Requests which lists all the Consumer Requests assigned to your responsibility for handling.



You may then double click on an entry in the list to open the Request.

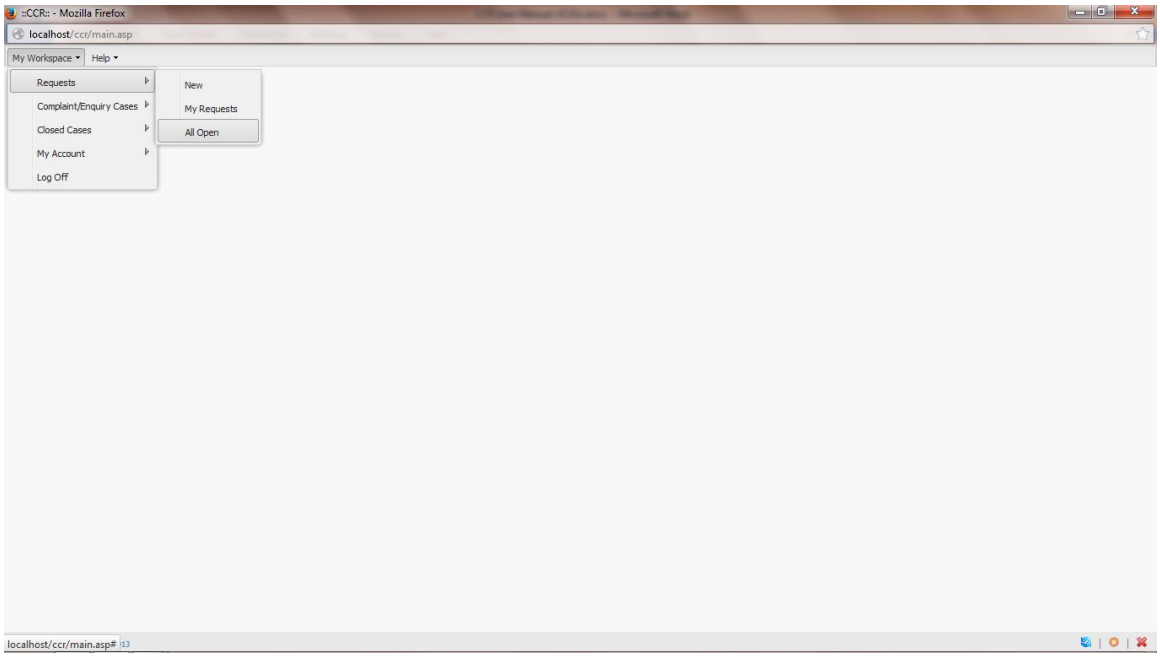


Your access rights to these Documents will allow you to View, Print and Amend them as required.

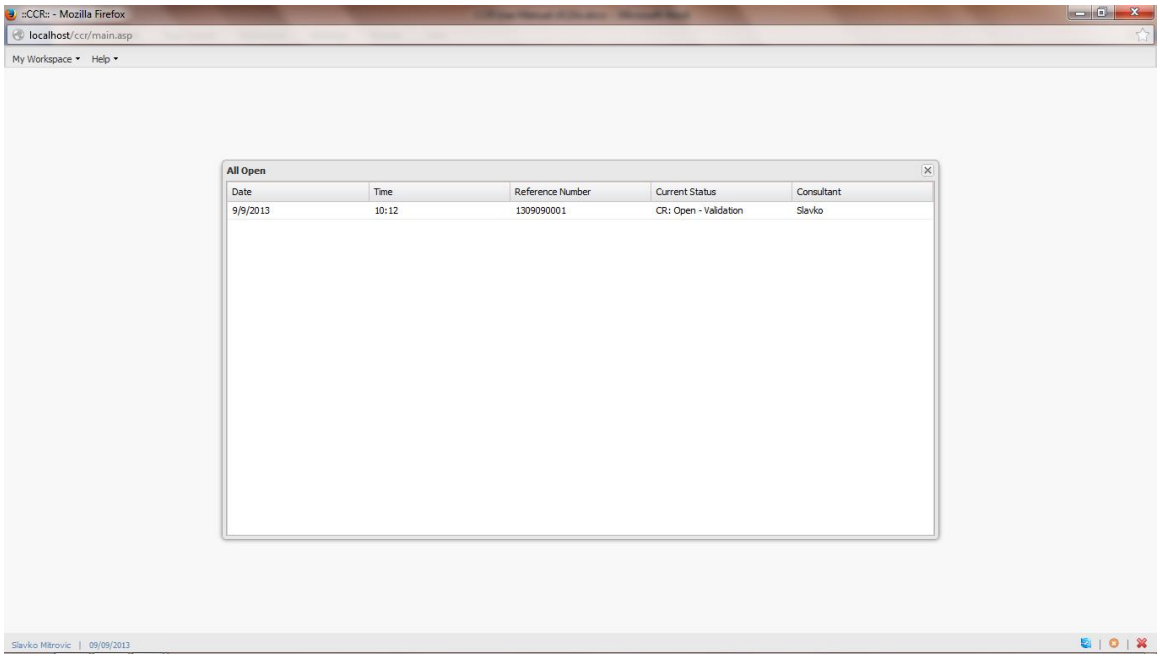
To Review or to proceed in Handling a Request see further details in sections 6 Reviewing Requests & Cases and 7 Analysing and Handling Consumer Requests and Cases accordingly.

5.1.2 All Open

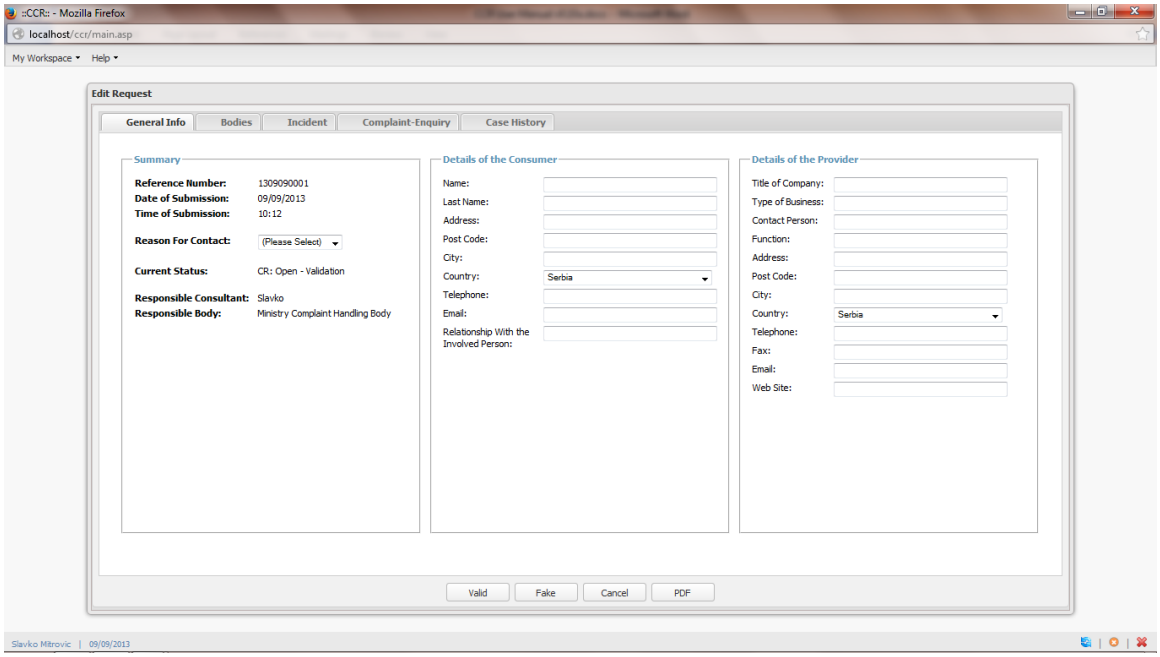
On the Menu select *My Workspace/Requests/All Open*.



This opens the application window All Open Requests which lists all the Open Consumer Requests in your Body whether you are responsible for their handling or not.



You may then double click on an entry in the list to open the Request.



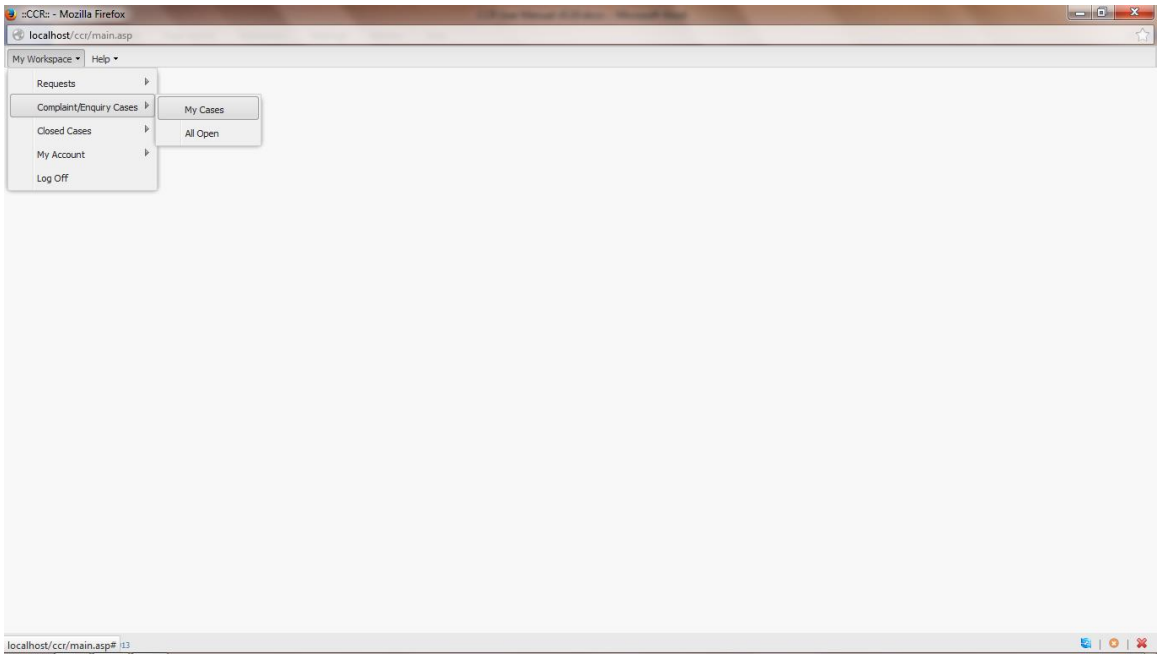
Your access rights to a Document in this list will allow you to View, Print and Amend it if the Request has been assigned to your responsibility for Handling, otherwise your access will be limited to only View or Print the document.

To Review or to proceed in Handling a Request see further details in sections 6 Reviewing Requests & Cases and 7 Analysing and Handling Consumer Requests and Cases accordingly.

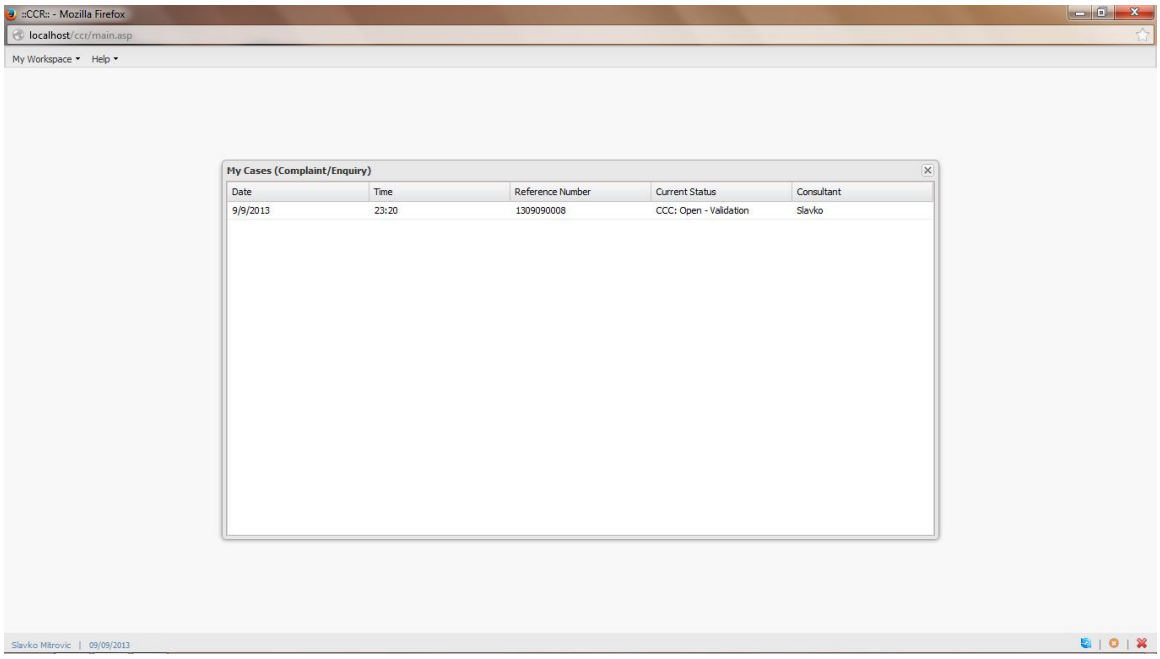
5.2 Complaint/Enquiry Cases

5.2.1 My Cases

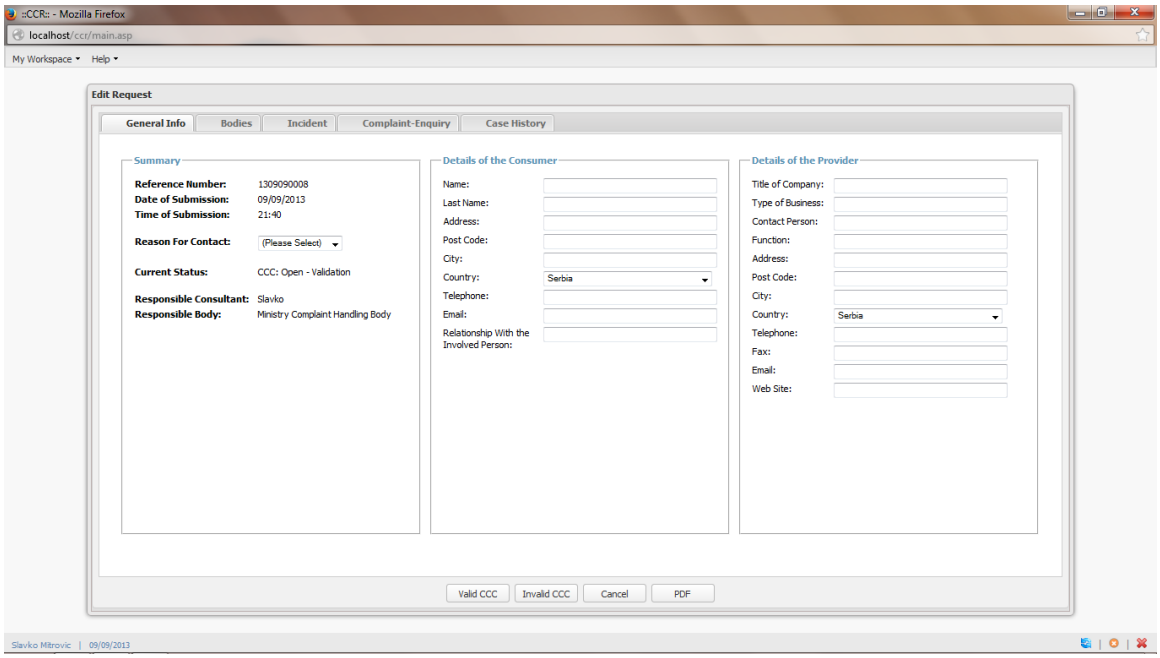
On the Menu select *My Workspace/Complaint-Enquiry Cases/My Cases*.



This opens the application window My Cases which lists all the Consumer Cases assigned to your responsibility for handling.



You may then double click on an entry in the list to open the Case.

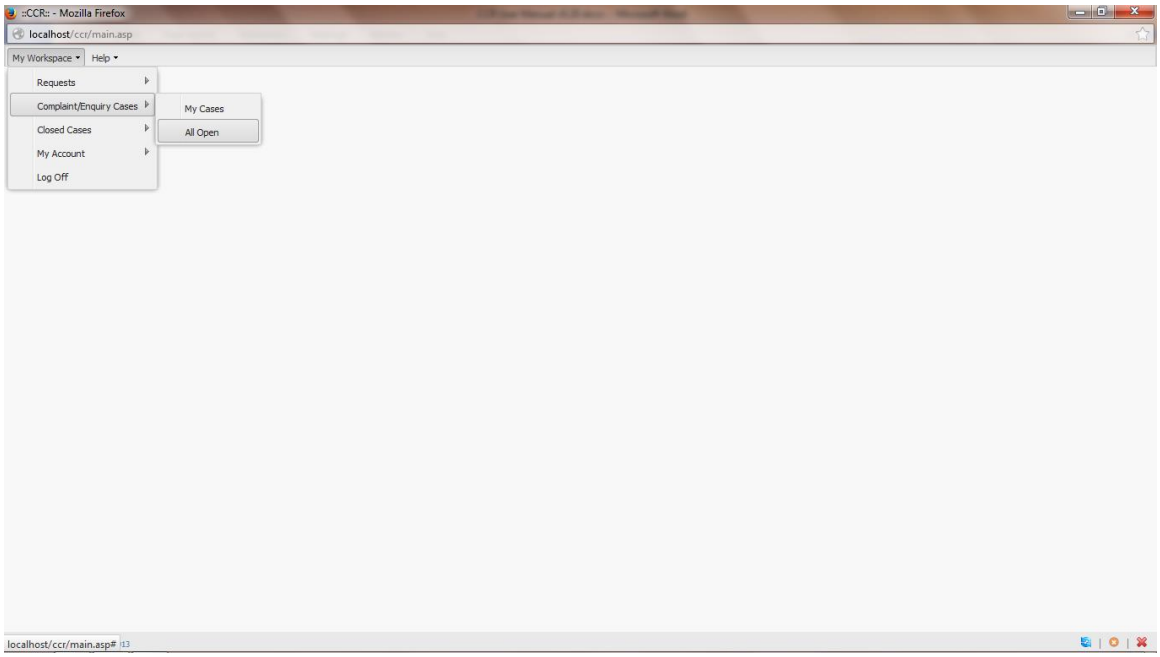


Your access rights to these Documents will allow you to View, Print and Amend them as required.

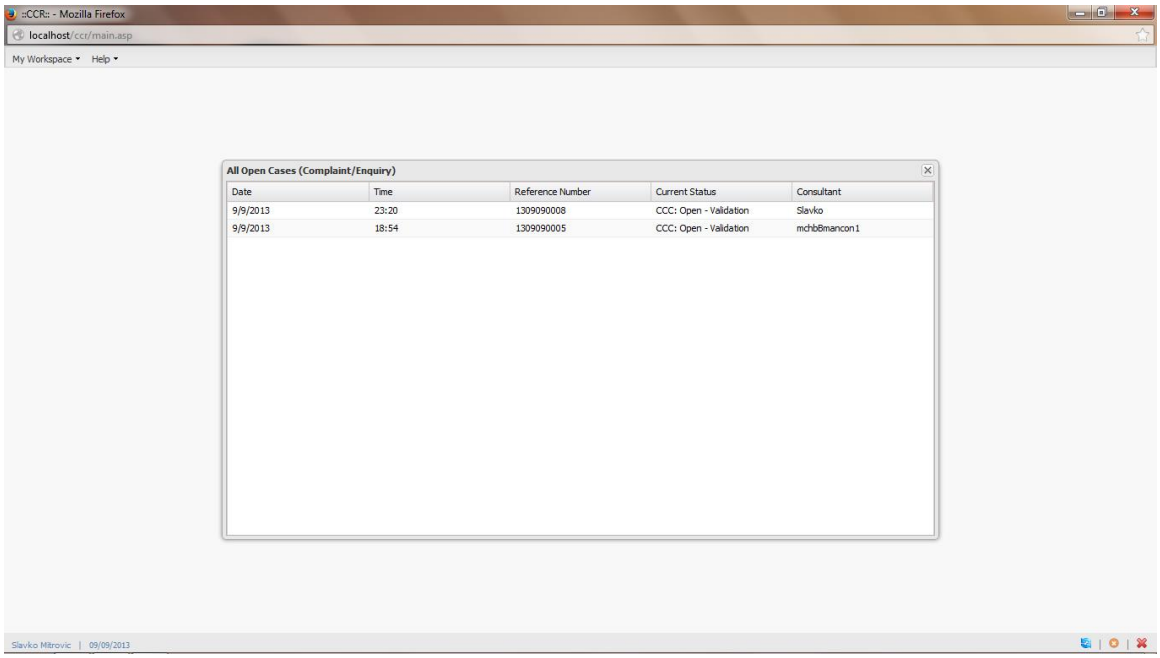
To Review or to proceed in Handling a Case see further details in sections 6 Reviewing Requests & Cases and 7 Analysing and Handling Consumer Requests and Cases accordingly.

5.2.2 All Open

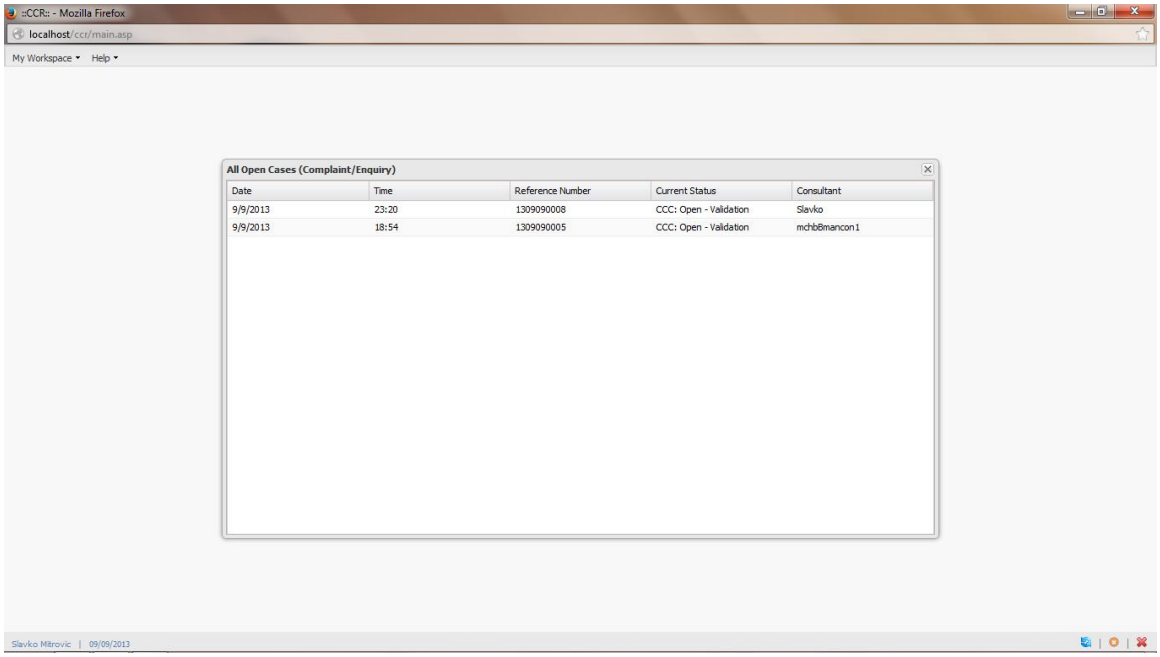
On the Menu select *My Workspace/Complaint-Enquiry Cases/All Open*.



This opens the application window All Open Cases which lists all the Open Consumer Cases in your Body whether you are responsible for their handling or not.



You may then double click on an entry in the list to open the Case.



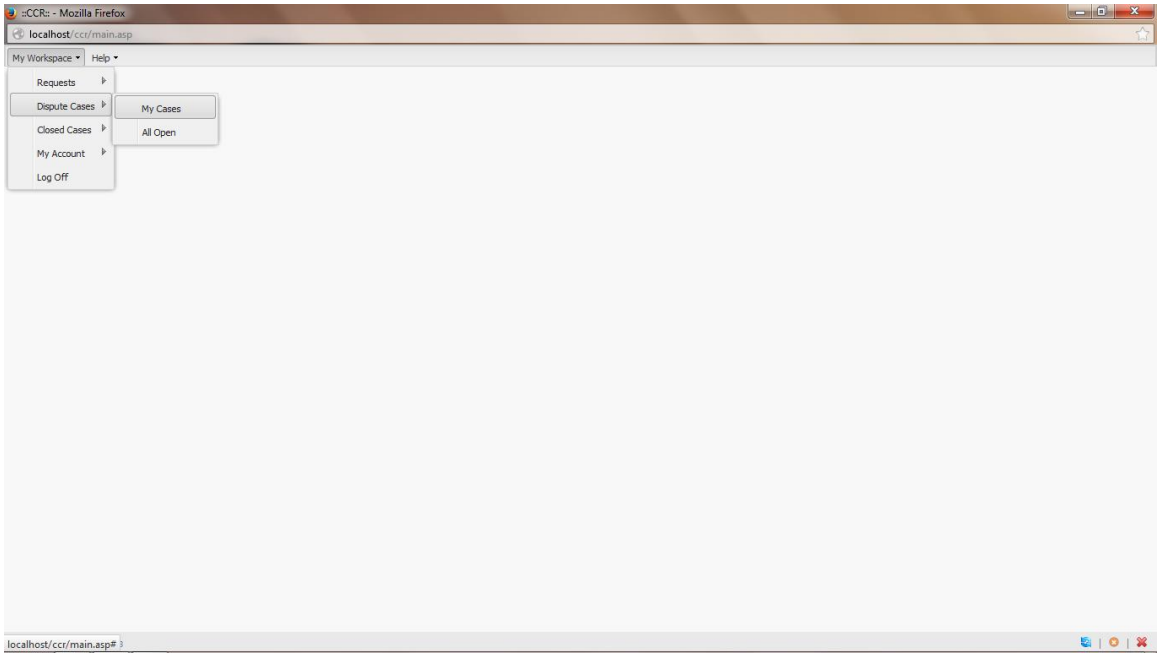
Your access rights to a Document in this list will allow you to View, Print and Amend it if the Case has been assigned to your responsibility for Handling, otherwise your access will be limited to only View or Print the document.

To Review or to proceed in Handling a Case see further details in sections 6 Reviewing Requests & Cases and 7 Analysing and Handling Consumer Requests and Cases accordingly.

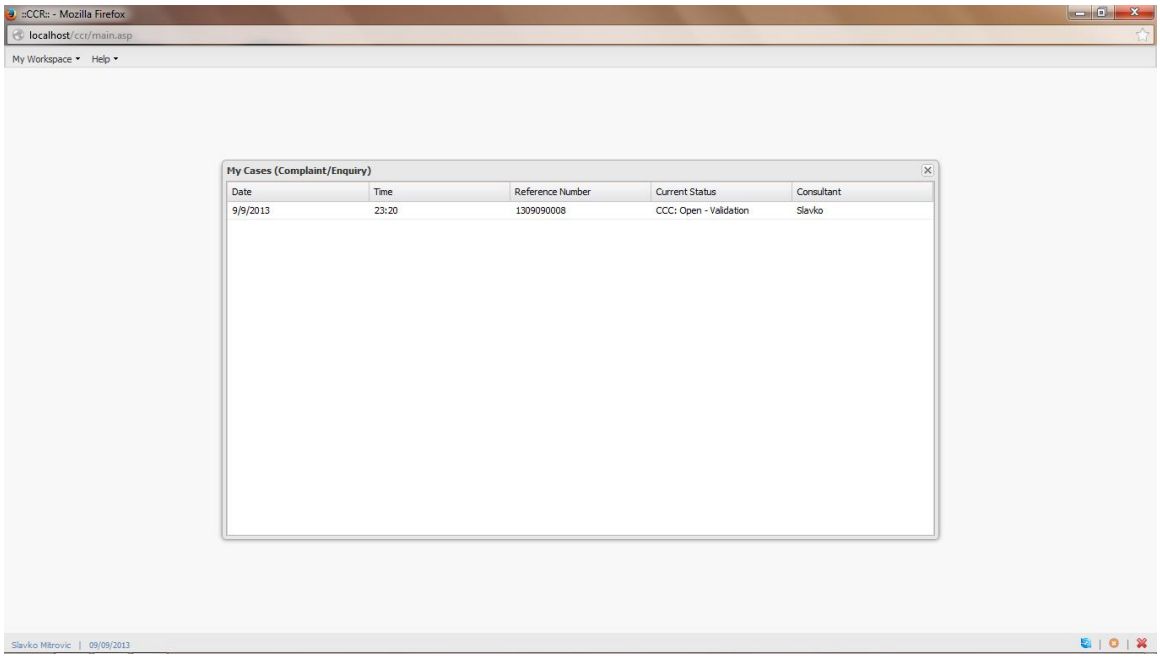
5.3 Dispute Cases

5.3.1 My Cases

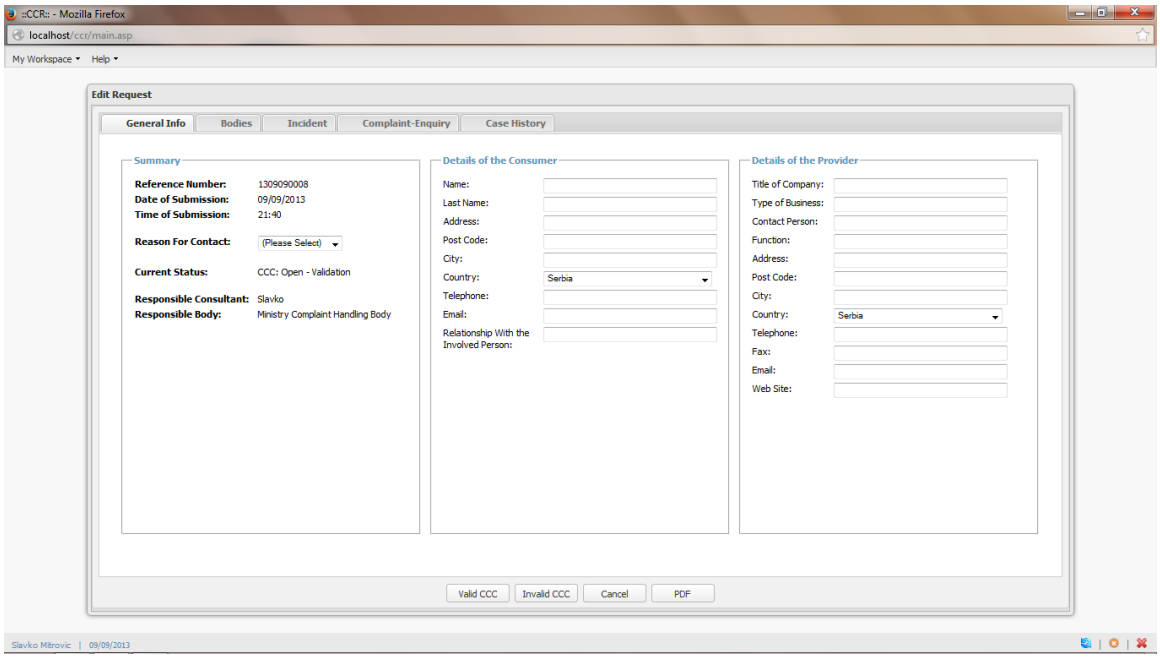
On the Menu select *My Workspace/Dispute Cases/My Cases*.



This opens the application window My Cases which lists all Dispute Cases assigned to your responsibility for handling.



You may then double click on an entry in the list to open the Case.

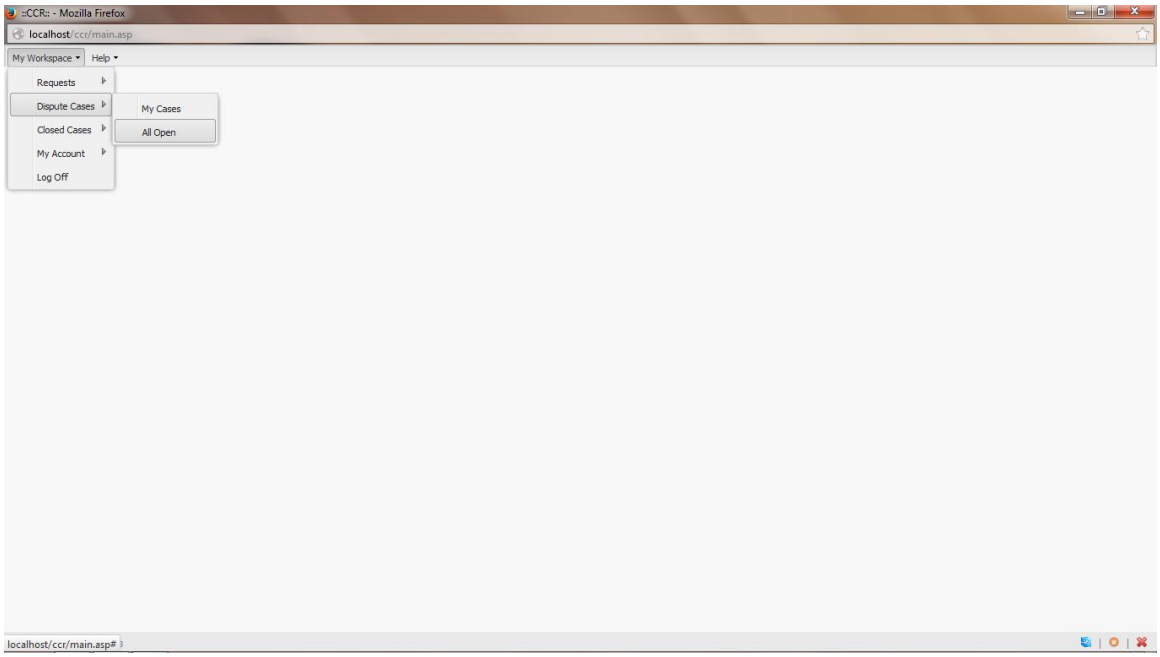


Your access rights to these Documents will allow you to View, Print and Amend them as required.

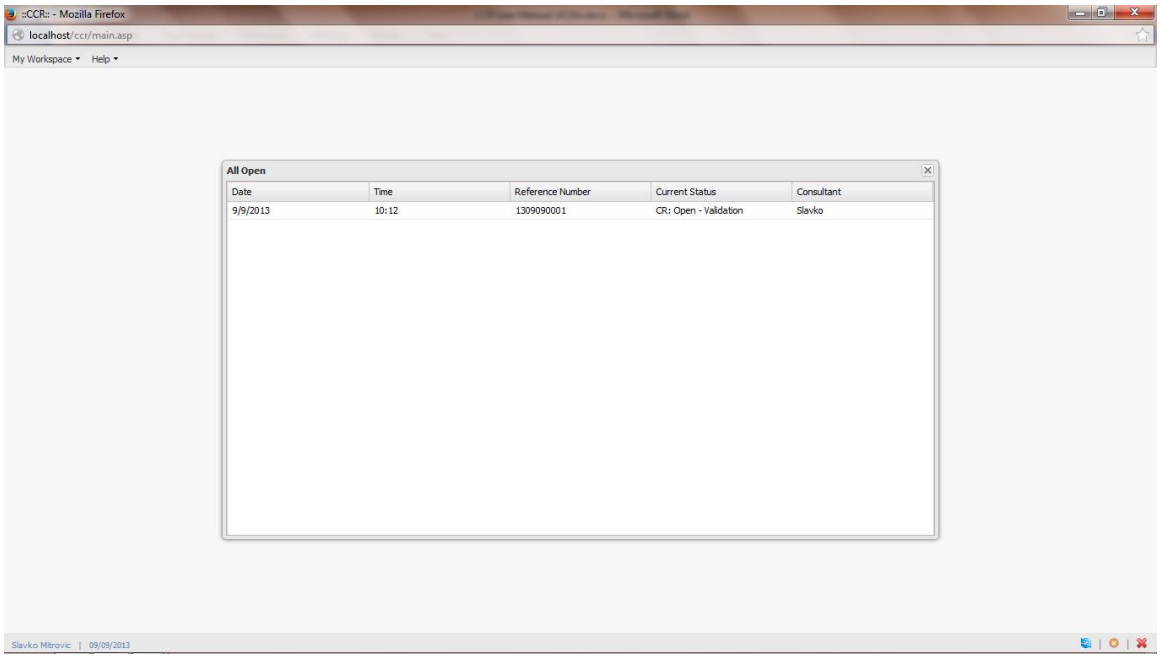
To Review or to proceed in Handling a Case see further details in sections 6 Reviewing Requests & Cases and 7 Analysing and Handling Consumer Requests and Cases accordingly.

5.3.2 All Open

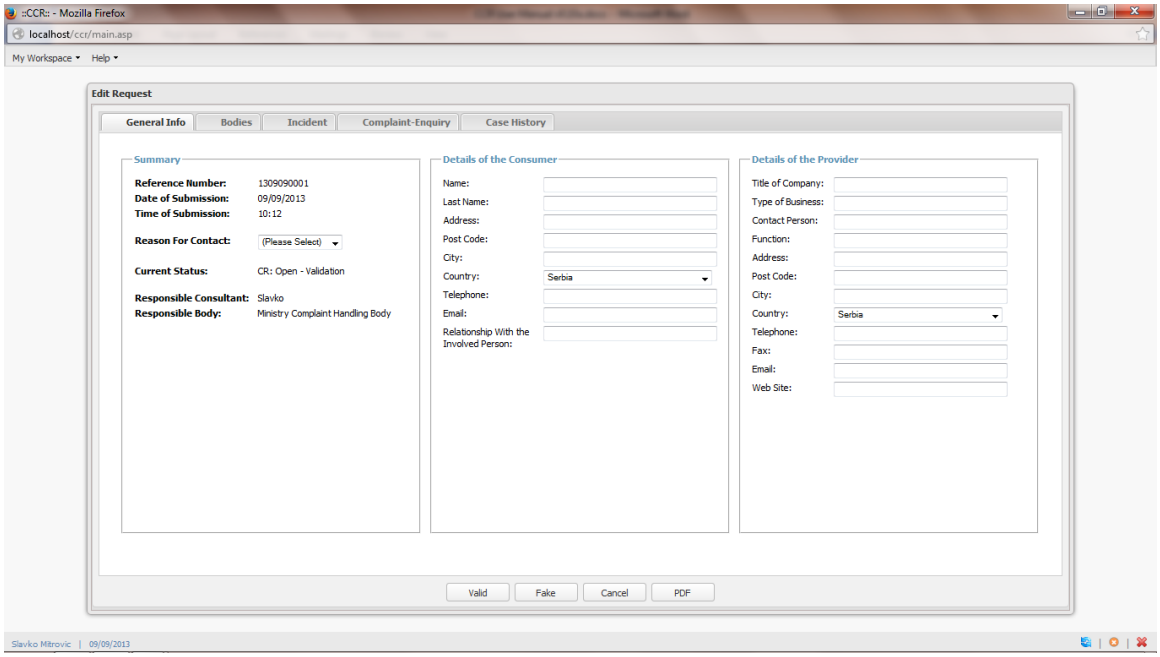
On the Menu select *My Workspace/Dispute Cases/All Open*.



This opens the application window All Open Cases which lists all the Open Dispute Cases in your Body whether you are responsible for their handling or not.



You may then double click on an entry in the list to open the Case.



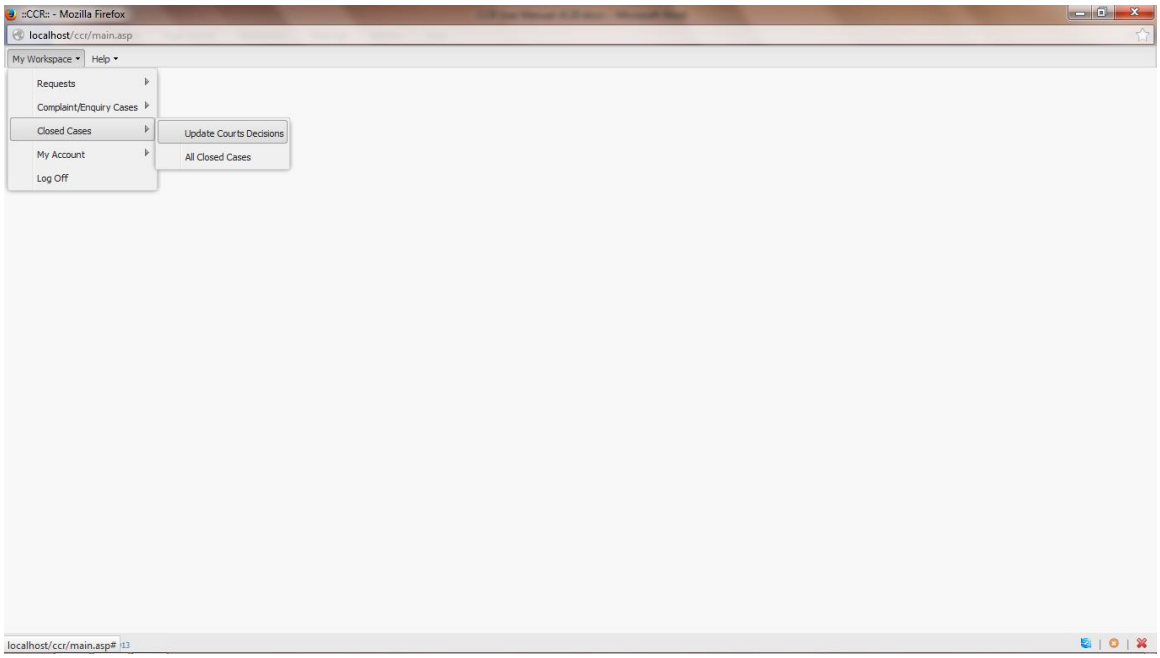
Your access rights to a Document in this list will allow you to View, Print and Amend it if the Request has been assigned to your responsibility for Handling, otherwise your access will be limited to only View or Print the document.

To Review or to proceed in Handling a Case see further details in sections 6 Reviewing Requests & Cases and 7 Analysing and Handling Consumer Requests and Cases accordingly.

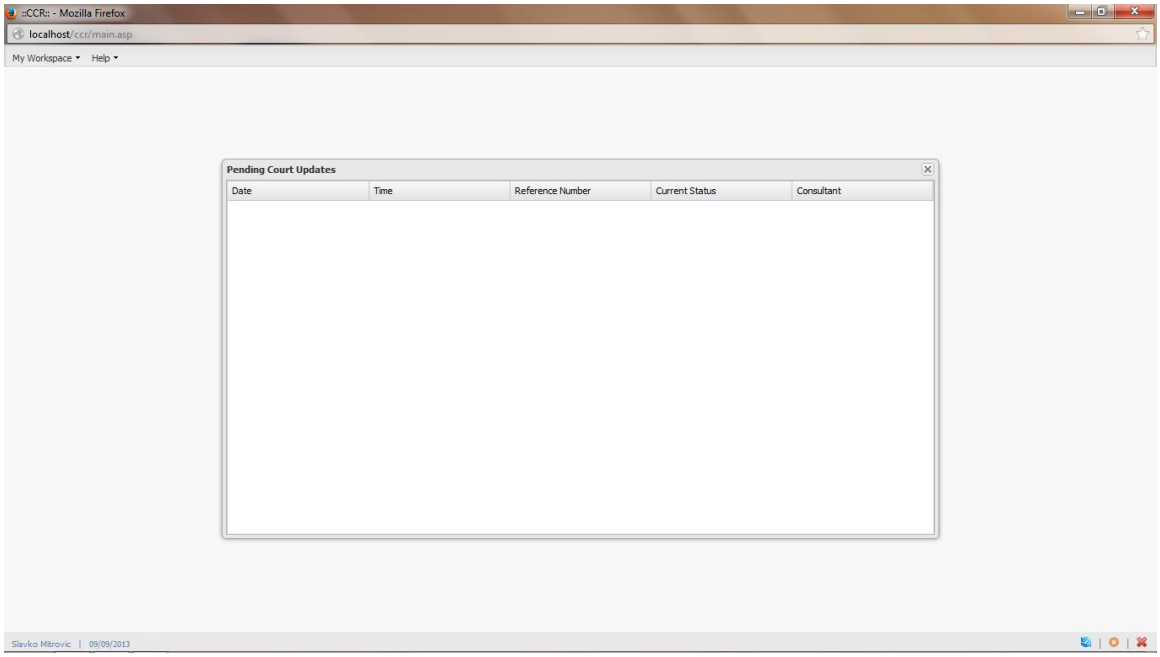
5.4 Closed Cases

5.4.1 Update Court Decisions

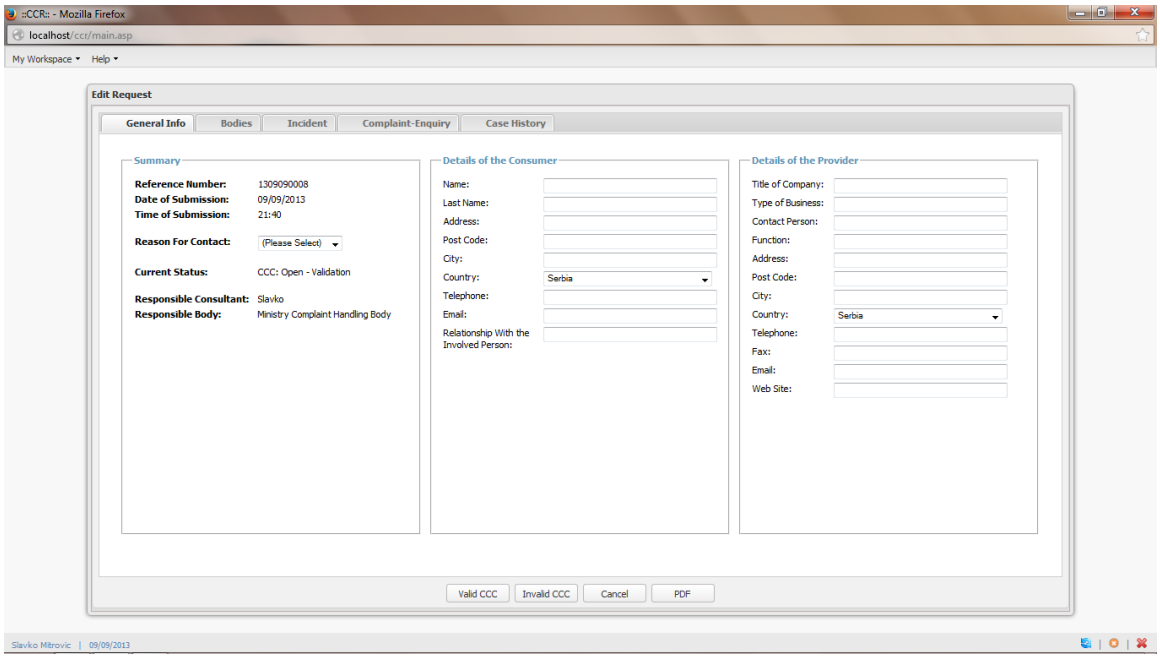
On the Menu select *My Workspace/Closed Cases/Update Court Decisions*.



This opens the application window Cases Pending Update Court Decisions which lists all the Cases for which the Court Decisions are Pending Update.



You may then double click on an entry in the list to open the Case.

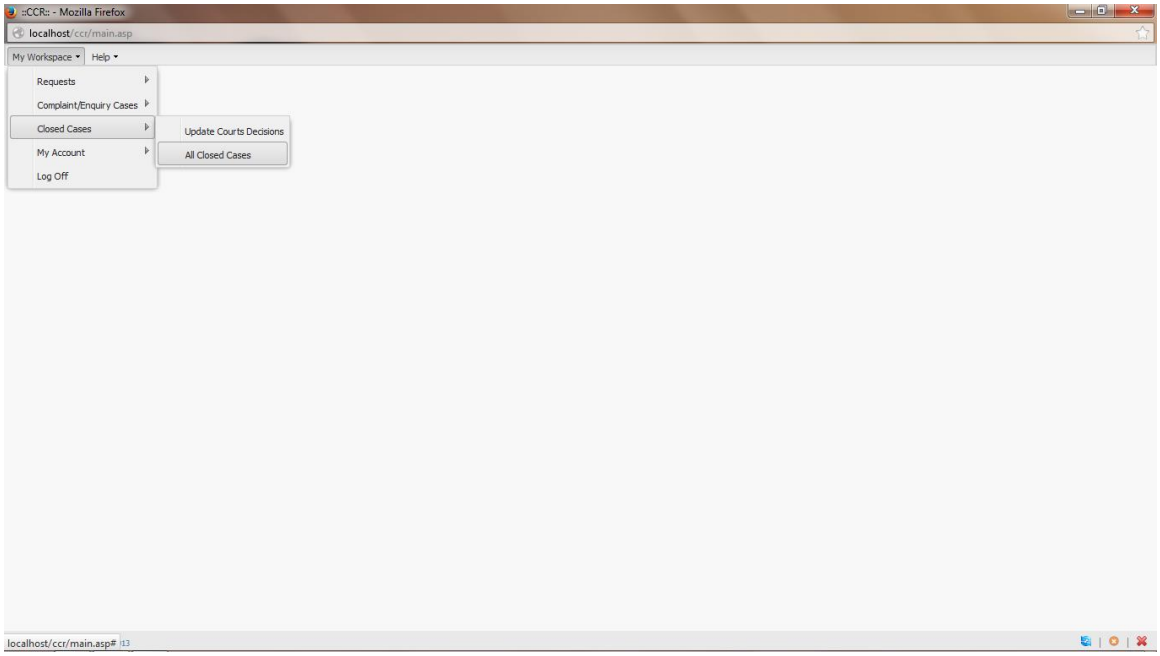


Your access rights to these Documents will allow you to View, Print and Amend them as required.

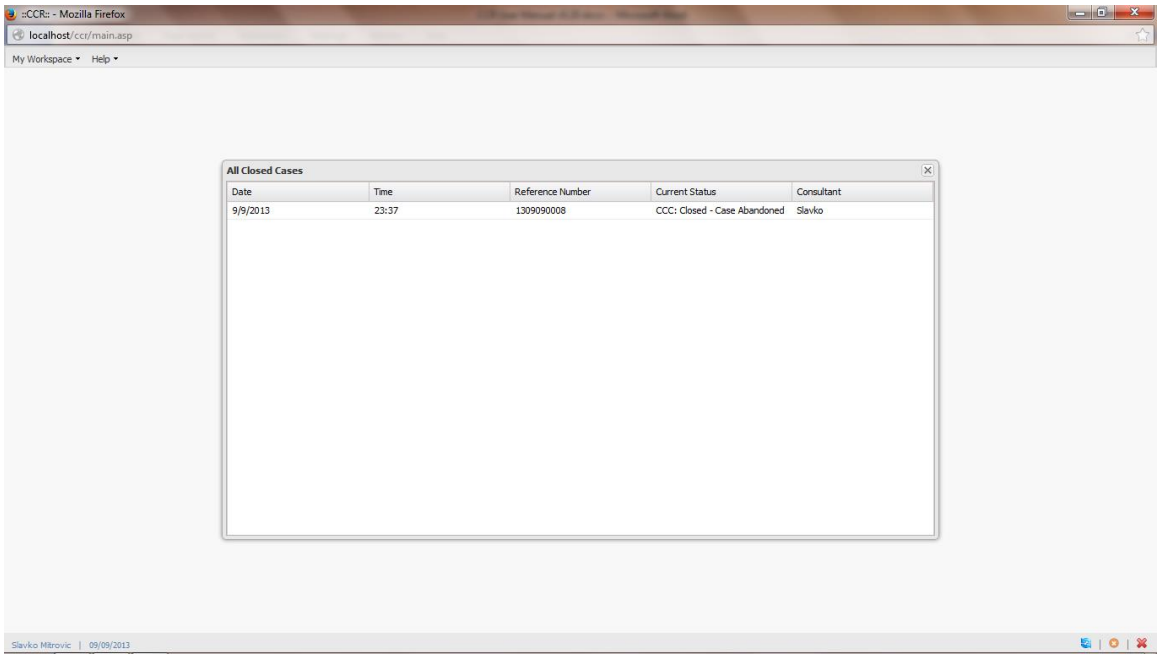
To Review or to proceed in Updating a Case see further details in sections 6 Reviewing Requests & Cases and 7 Analysing and Handling Consumer Requests and Cases accordingly.

5.4.2 All Closed Cases

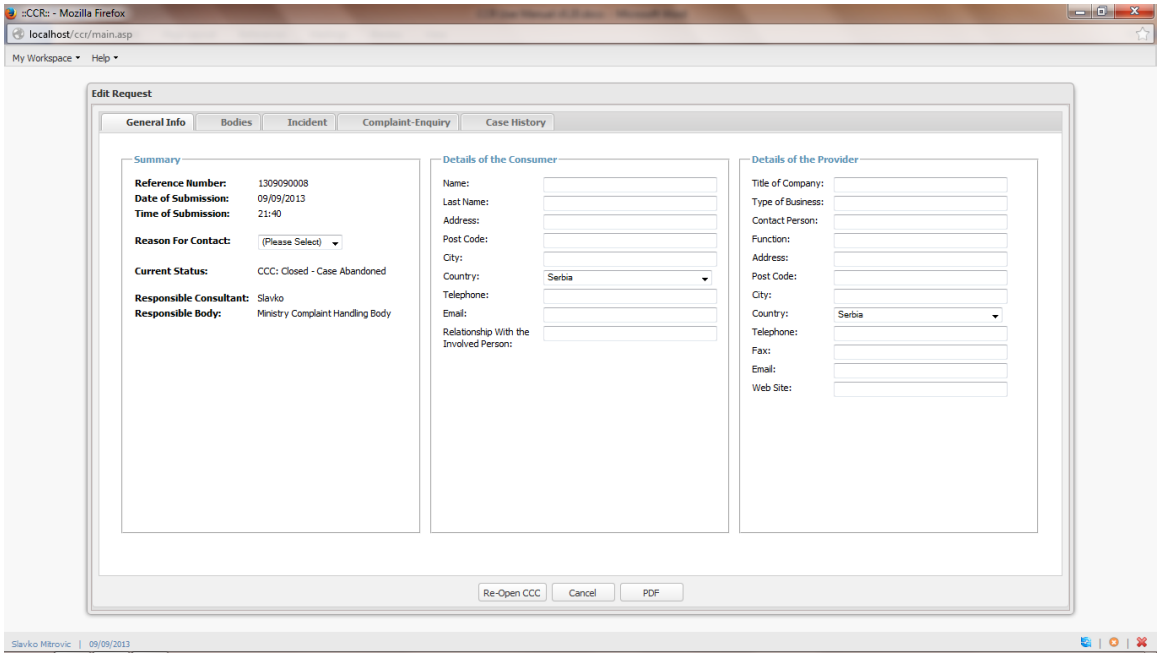
On the Menu select *My Workspace/Closed Cases/All Closed Cases*.



This opens the application window All Closed Cases which lists all the Closed Consumer Requests and Cases in your Body.



You may then double click on an entry in the list to open the Request or Case.



Your access rights to a Document in this list will allow you to View, Print it or Reopen the Request/Case.

To Review or to proceed in Handling a Request/Case see further details in sections 6 Reviewing Requests & Cases and 7 Analysing and Handling Consumer Requests and Cases accordingly.

6 REVIEWING REQUESTS & CASES

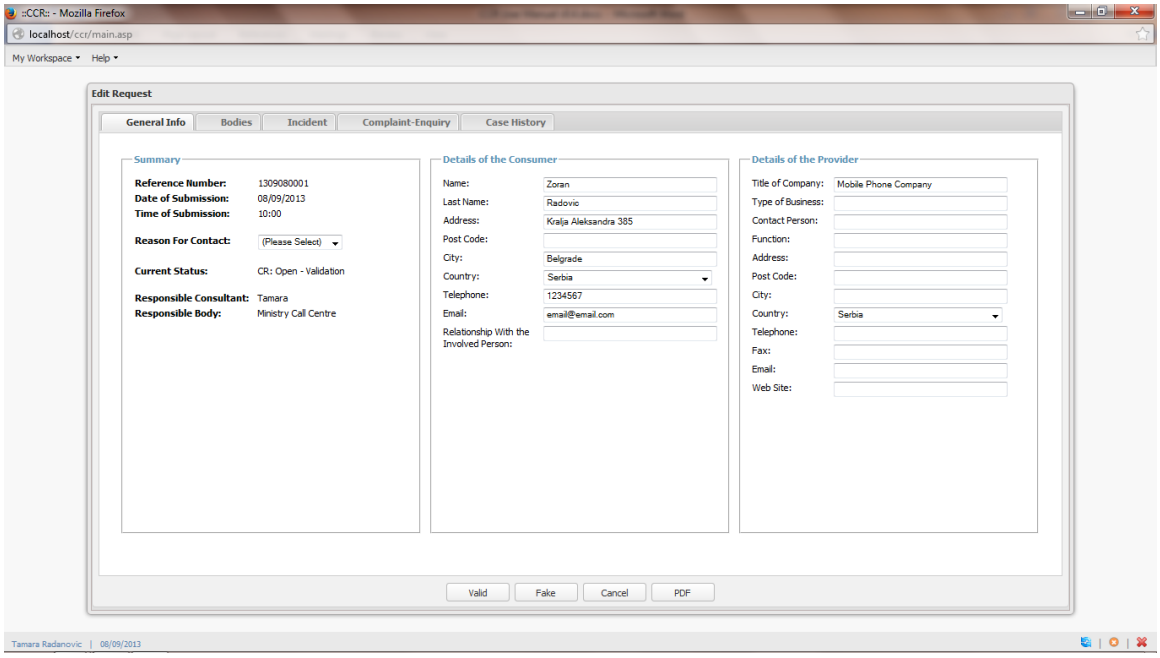
Requests and Cases are structured on the basis of the same Document Model which adapts the structure and content of the adopted Consumer Complaint/Enquiry Form.

When accessing a Request or Case in the CCR the relevant Document is presented in a special application window the title of which refers to the title of the specific Document. Data on the Document are organised in Tabs and Sections as detailed below.

6.1 Tab: General Info

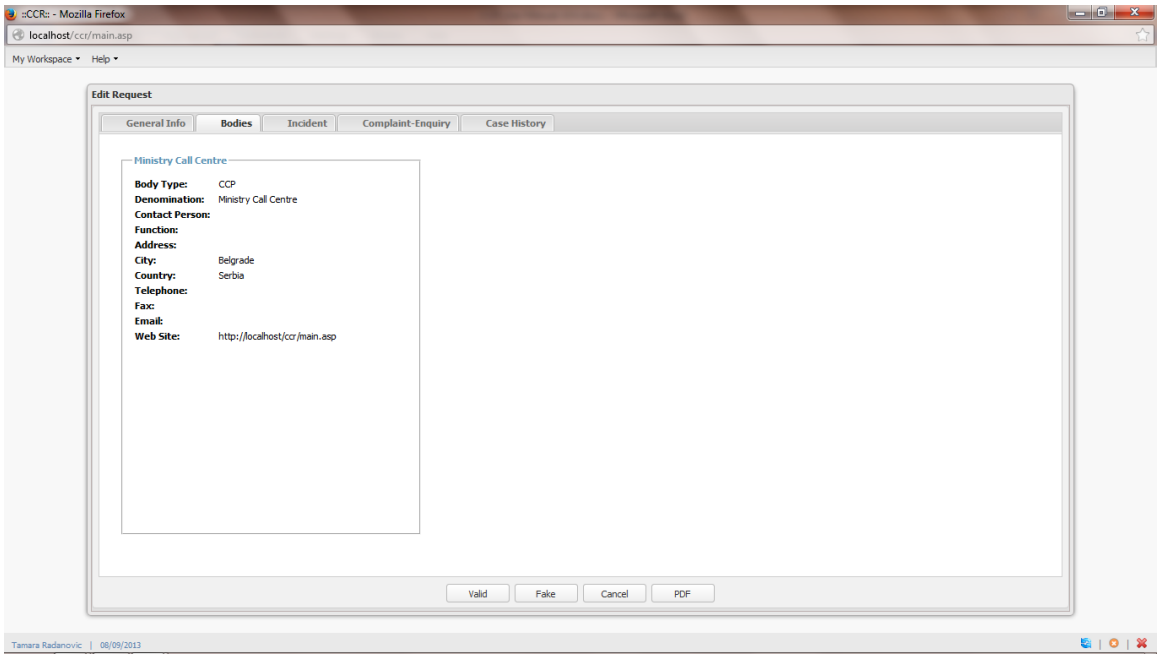
The Tab *General Info* comprises the following sections of data:

1. Summary;
2. Details of the Consumer; and
3. Details of the Provider.



6.2 Tab: Bodies

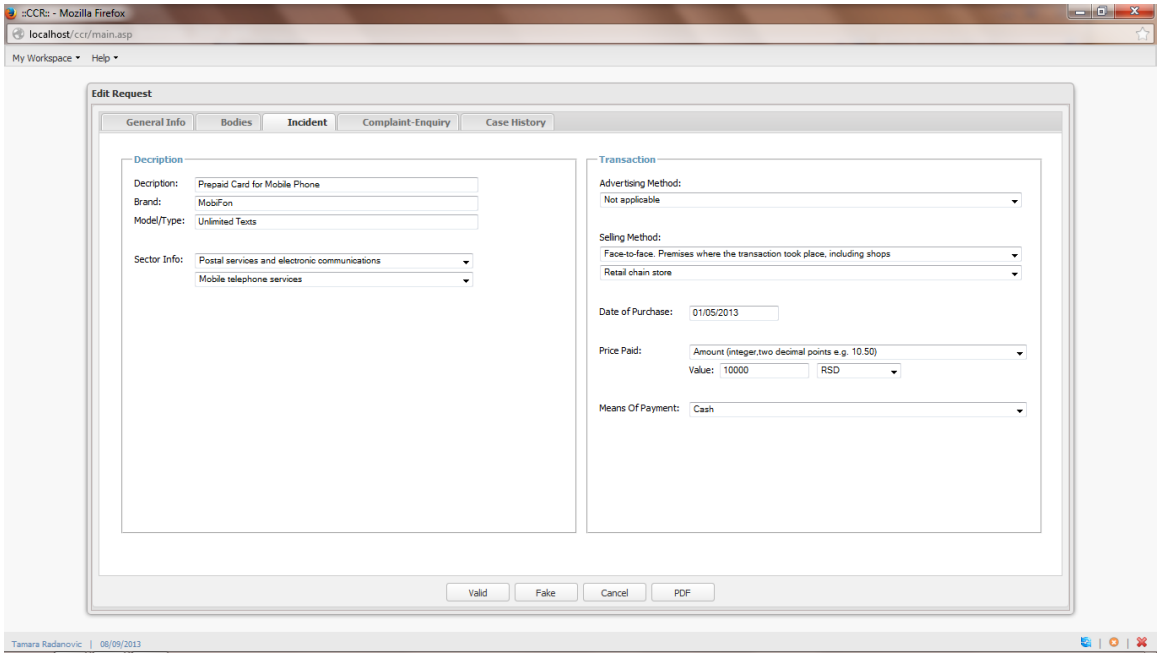
The Tab *Bodies* comprises the details of the Bodies that have been historically involved in handling the Request or Case. Thus its content is created dynamically and may contain a minimum of one section that presents the details of the Body where the Request was submitted and initially handled, and a maximum of three sections that will present the details of two more Bodies where the Request/Case has been re-Allocated or Transferred throughout the lifecycle of the document (see also 7 Analysing and Handling Consumer Requests and Cases).



6.3 Tab: Incident

The Tab *Incident* comprises the following sections of data:

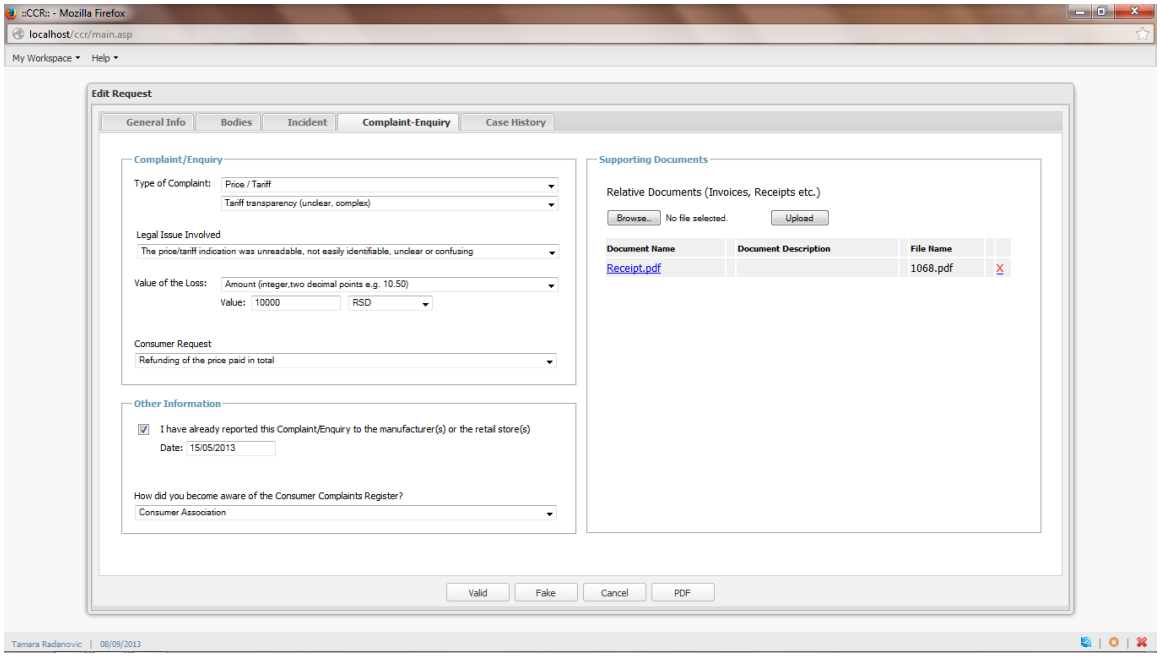
1. Product Description; and
2. Details of the Transaction;



6.4 Tab: Complaint/Enquiry

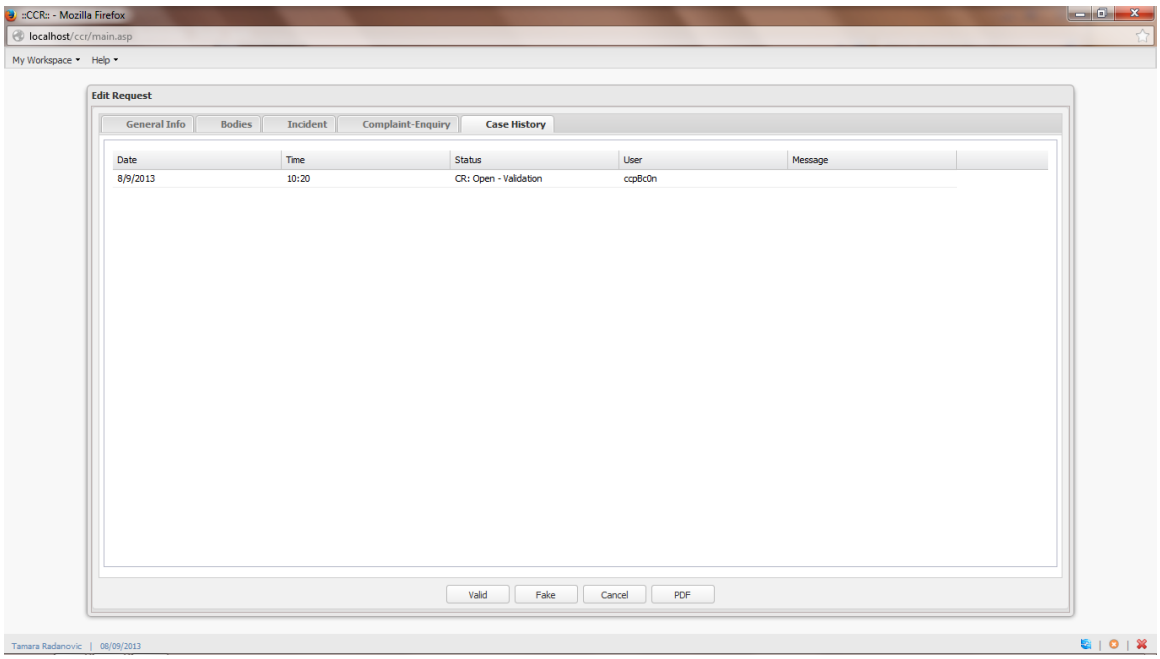
The Tab *Complaint/Enquiry* comprises the following sections of data:

1. Details of the Complaint/Enquiry;
2. Other Information; and
3. Supporting Documents;



6.5 Tab: History

The Tab History comprises of a single section that presents a list with the history of events related to the Request/Case. Entries in the list are created dynamically throughout the Document lifecycle whenever a change of status of the Document occurs either automatically by the system or by decision of the Responsible Consultant.



7 Analysing and Handling Consumer Requests and Cases

The Analysis and Handling of Requests and Cases in the CCR is realised via an integrated workflow module that follows the relevant procedures. The process is accessible solely by Consultants (of a CCP, a CHB or an ADR accordingly) and is strictly driven by the application to guide the Consultant through, from the start of a procedure to its very end.

To follow the process the set of options available when a decision has to be made or an action has to be taken are accessible to the Consultant in the form of a set of Option Buttons that lay on the lower part of the Document Window.

Next to the Option Buttons one may also locate two more buttons whose role is rather different yet important:

1. Cancel: which if selected will close the Document Window;
2. PDF: which if selected will produce a PDF document with the full set of details of the Request or Case at the time of creation.

7.1 Analysing Requests and Handling Enquiry Cases in a CCP

Consumer Contact Points (CCP) have the competency to:

1. Analyse a Request and identify whether it is a Consumer Enquiry Case or a Consumer Complaint Case; and
2. Handle a Consumer Enquiry Case when a Request has been evaluated as such one.

If the Analysis of a Request has evaluated it as a Consumer Complaint Case then the CCP will have to transfer this Case to a competent Complaint Handling Body for further Handling.

7.1.1 Analysing Requests

Prior to starting the Analysis of a Request you will be required to:

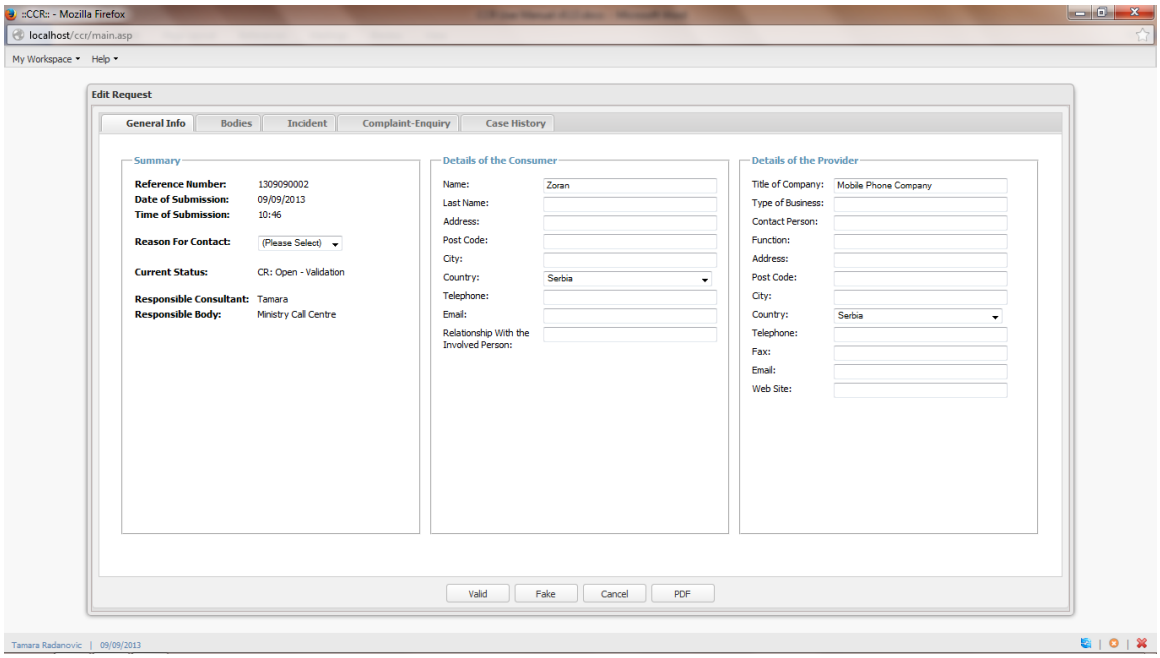
1. Log-in your account on the system (as detailed in section 2.1.1 Logging-in);
2. Locate the specific Request and open the Document Window (as detailed in section 5 Accessing Requests & Cases); and
3. Review the content of the Request (as detailed in section 6 Reviewing Requests & Cases).

7.1.1.1 Validation of the Request

Once submitted via the Public Portal or the back-end application of the CCR (see section 0

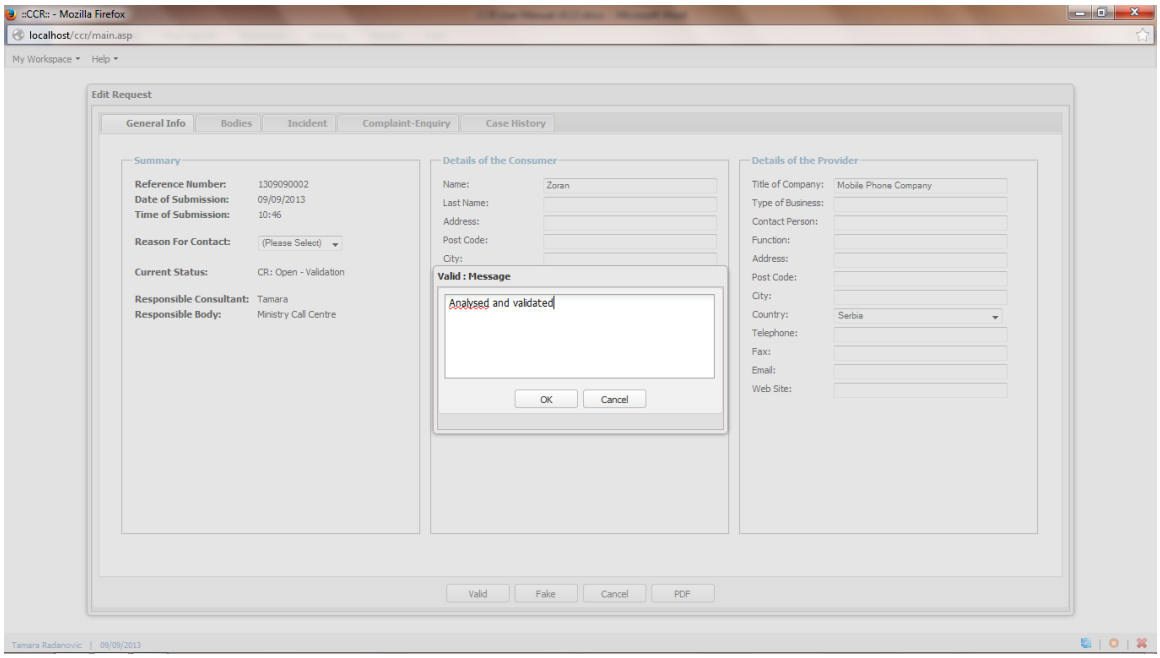
Submitting Consumer Requests) the Status of the Document is *CR: Open - Validation*. Thus the first question to answer about it is whether it is Valid or not. This especially applies for Requests submitted via the Public Portal. The potential answers to this question and therefore the Option Buttons available on the Document Window are:

1. Valid; or
2. Fake.



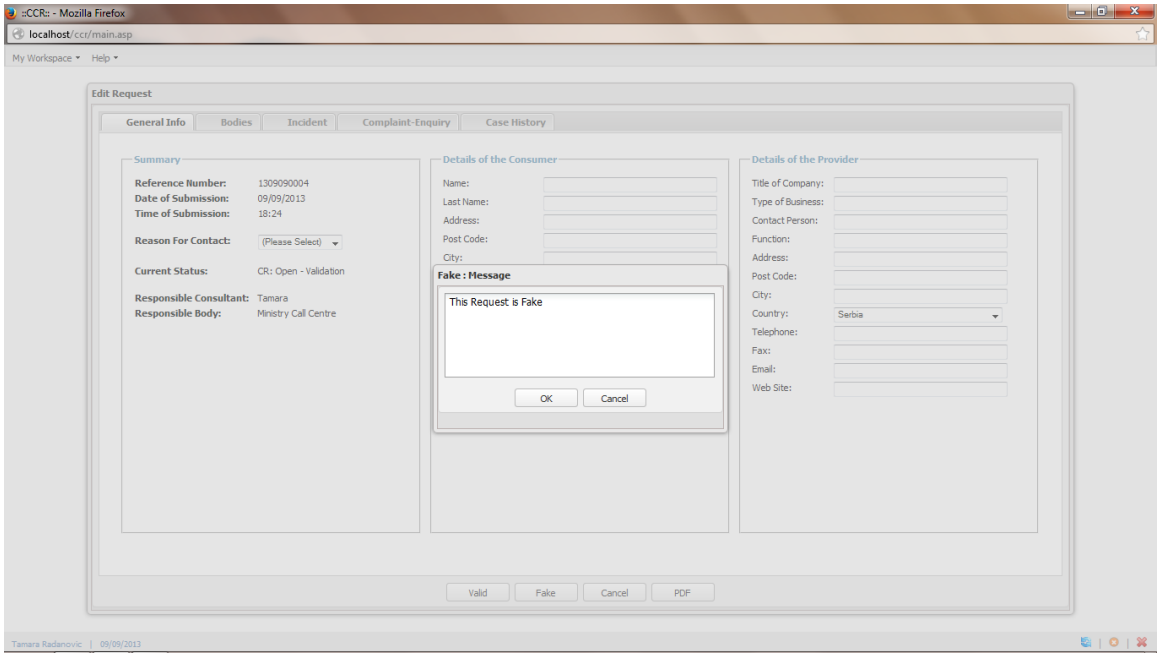
If your analysis proved that the Request is valid then click on Option Button *Valid* to proceed. Otherwise, if it seems to be a farce, or any kind of error document, click on Option Button *Fake*.

In either case you will have to fill in a short note with your arguments and hit *OK* to confirm your decision.



If your decision was that it was a *Valid* Request then the Status of the Document has changed to *CR: Open – Evaluation* and its further analysis is detailed in section 0

Evaluation of the Request.



If your decision was that it was a *Fake* Request then the new Status of the Document is *CR: Closed – Fake* and the Request is stored in the system solely for Administrative Reporting and Statistics.

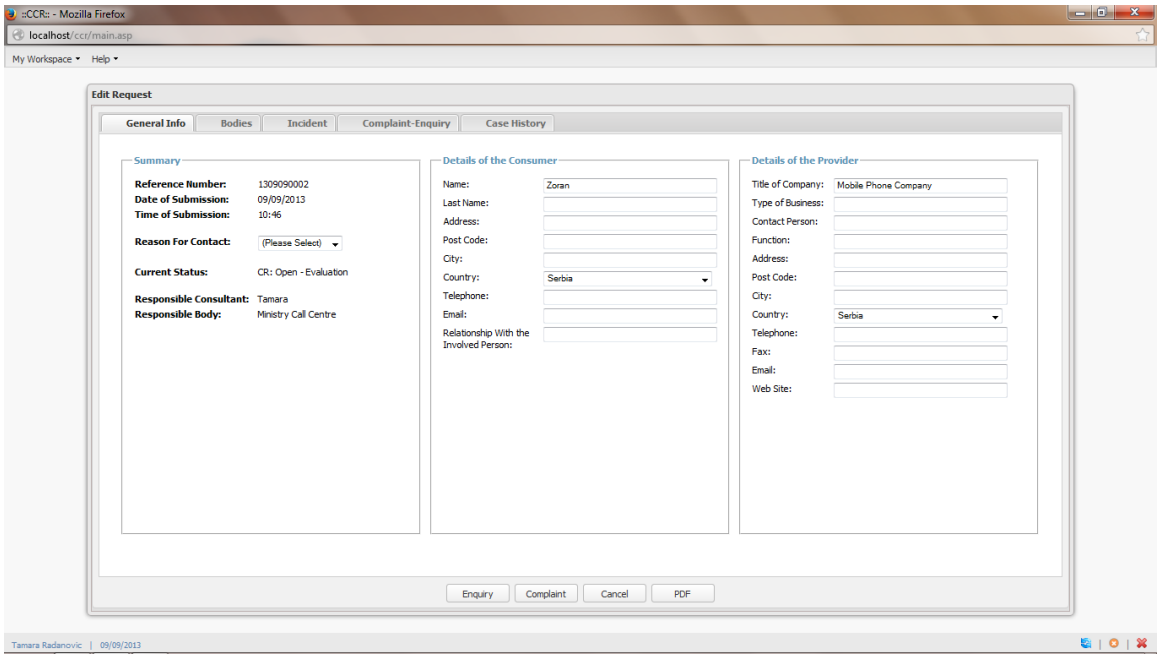
You may access a Closed Request as detailed in section 5 Accessing Requests & Cases.

You may re-Open a Closed Request as detailed in section 8 Managing Consumer Requests and Cases.

7.1.1.2 Evaluation of the Request

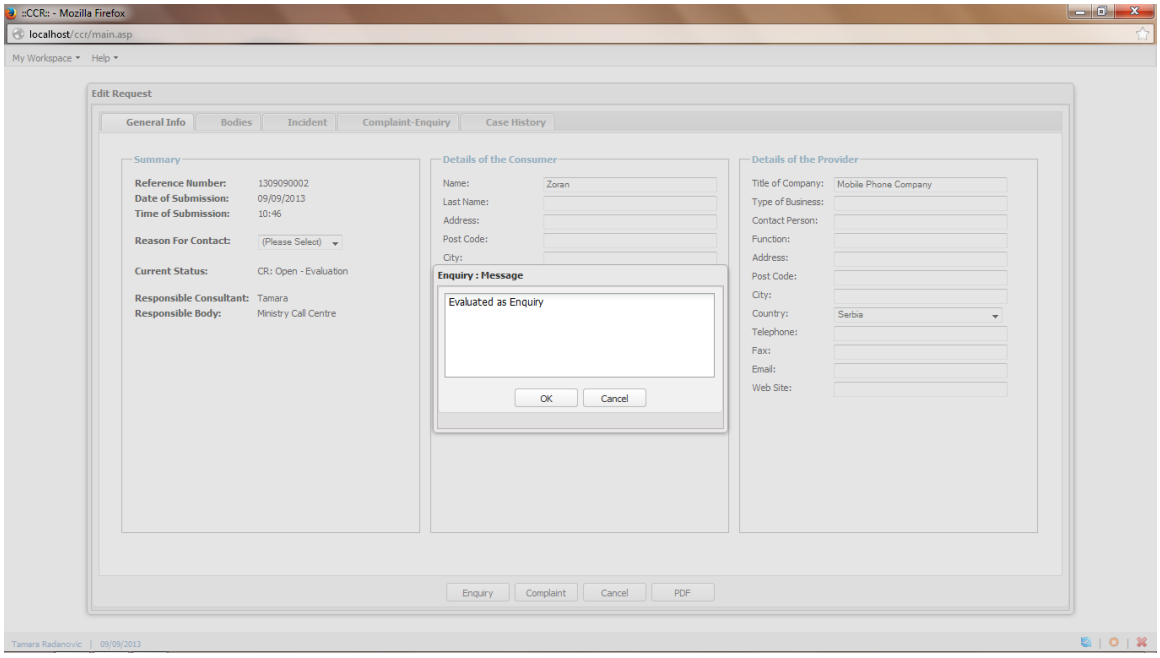
Proceeding with the Analysis of a validated Request you will have to decide whether it is:

1. An Enquiry; or
2. A Complaint;

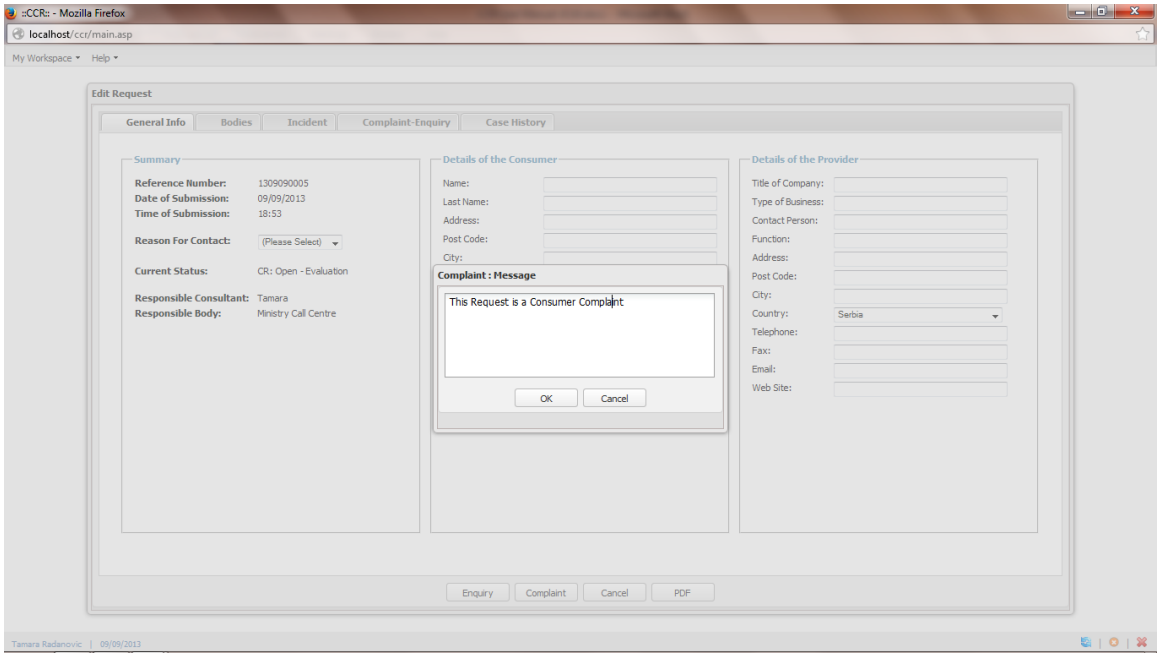


If your evaluation proved that the Request is a Consumer Enquiry then click on Option Button *Enquiry* to proceed. Otherwise, if it is a Consumer Complaint then click on Option Button *Complaint*.

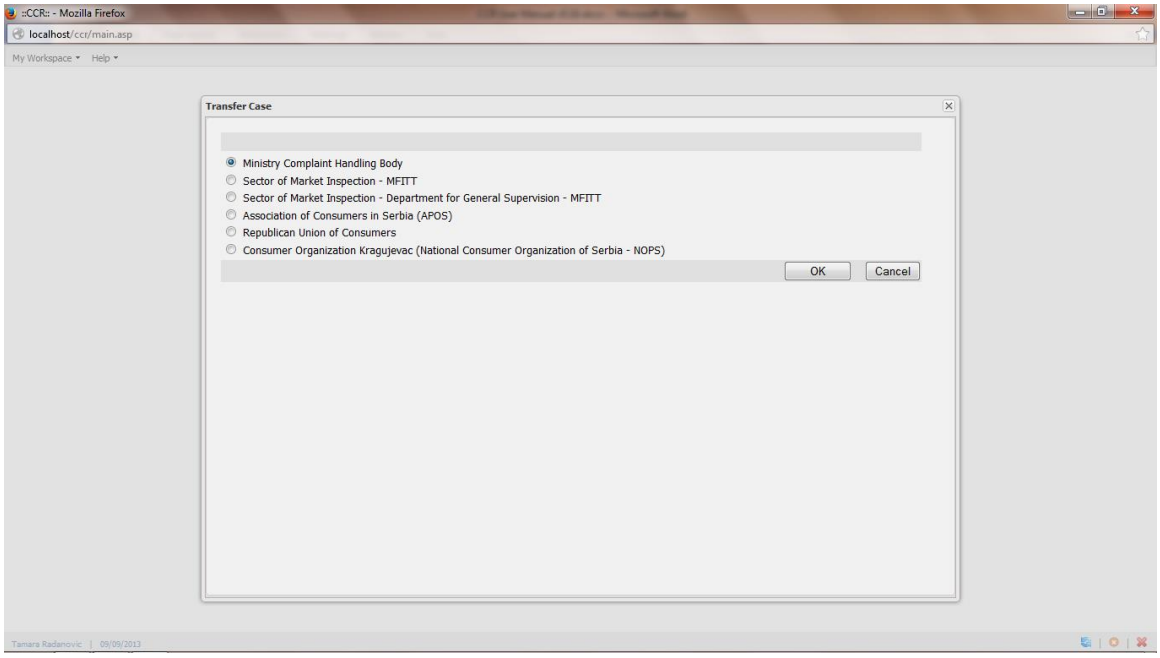
In either case you will have to fill in a short note with your arguments and hit *OK* to confirm your decision.



If your decision was that it was an *Enquiry* then the Status of the Document has changed to *CEC: Open – Validation* and its further analysis is detailed in section 7.1.1.3 Validation of the Enquiry Case.



If your decision was that it was a *Complaint* then the Status of the Document changed to *CR: Closed – Complaint – Sent to CHB* and now you will have to decide to which Complaint Handling Body you will Transfer the Complaint Case for further Handling.


::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Help
Transfer Case
Ministry Complaint Handling Body
Sector of Market Inspection - MFITT
Sector of Market Inspection - Department for General Supervision - MFITT
Association of Consumers in Serbia (APOS)
Republican Union of Consumers
Consumer Organization Kragujevac (National Consumer Organization of Serbia - NOPS)
OK
Cancel

When a Request is evaluated as a Consumer Complaint Case at a CCP, then the Consultant has to Transfer the Complaint Case to a CHB for further handling. In this case, the CCR takes two actions:

1. Closes the Case and stores the Document at the level of the CCP with a Status *CR: Closed – Complaint – Sent to CHB* solely for Administrative Reporting and Statistics;
2. Creates a clone of the Document with a Status *CR: Open – Validation* which is automatically allocated to the selected CHB for further Handling (see section 7.2 Analysing Requests and Handling Complaint/Enquiry Cases in a CHB).

At the stage of creation and transfer of the clone Document to the CHB the two Documents are identical in terms of data and history. There are only two exceptions regarding the Documents' Properties:

1. They have different Statuses, as explained above;
2. They Responsible Bodies for the two documents and therefore the Bodies that can access and further treat each one of them are also different.

Although their initial data and history is common, after the creation of the clone Document and its transfer to the CHB each one of the two Documents will have their own independent future.

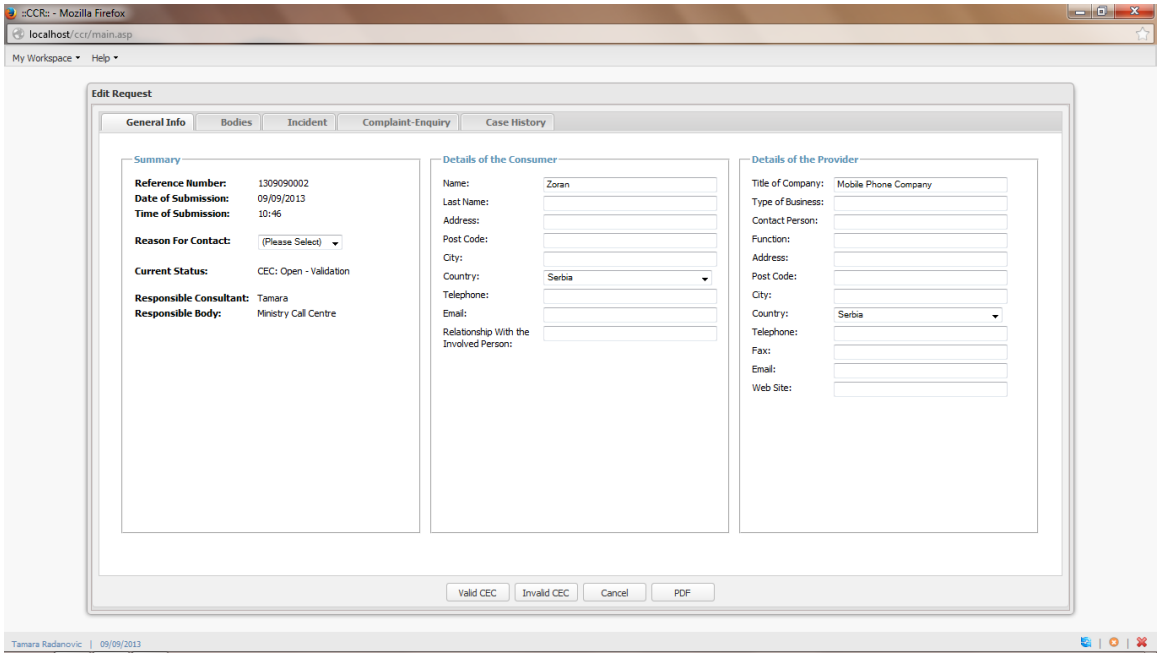
You may access the Closed Case as detailed in section 5 Accessing Requests & Cases.

You may re-Open the Closed Case as detailed in section 8 Managing Consumer Requests and Cases.

7.1.1.3 Validation of the Enquiry Case

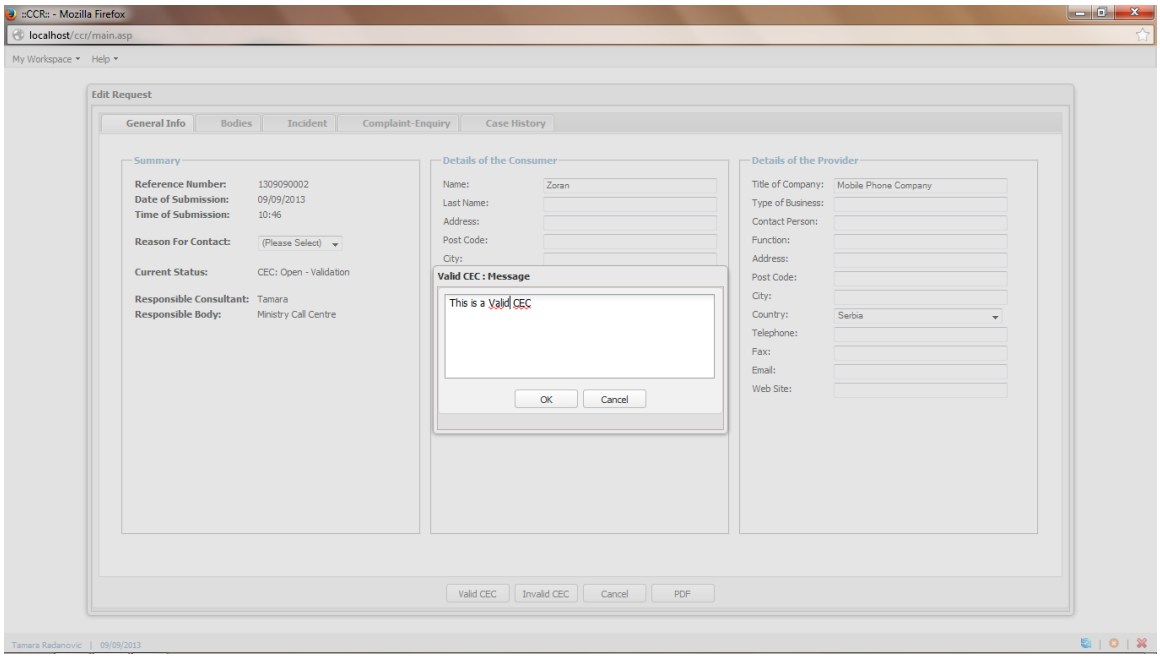
Proceeding with the Analysis of the Consumer Enquiry Case (CEC) you will have to decide whether it is:

1. A Valid CEC; or
2. An Invalid CEC;

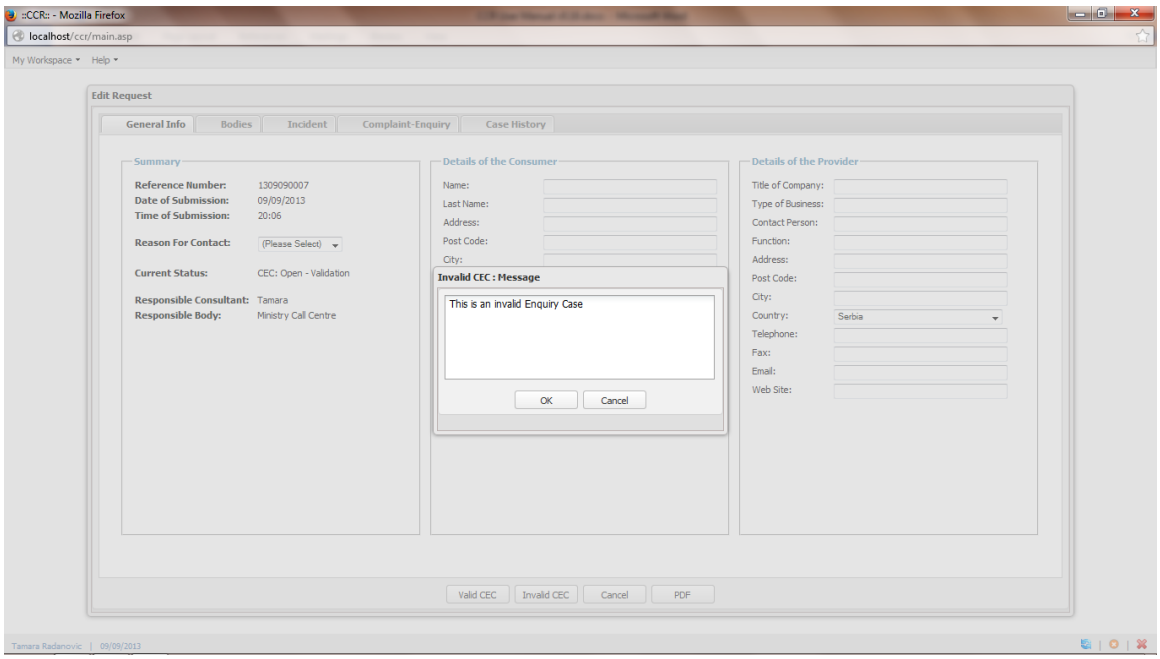


If your analysis proved that the Enquiry is valid then click on Option Button *Valid CEC* to proceed. Otherwise click on Option Button *Invalid CEC*.

In either case you will have to fill in a short note with your arguments and hit *OK* to confirm your decision.



If your decision was that it was a *Valid* Enquiry Case then the Status of the Document has changed to *CEC: Open – Idle* and its further analysis is detailed in section 7.1.2 Handling Enquiry Cases.



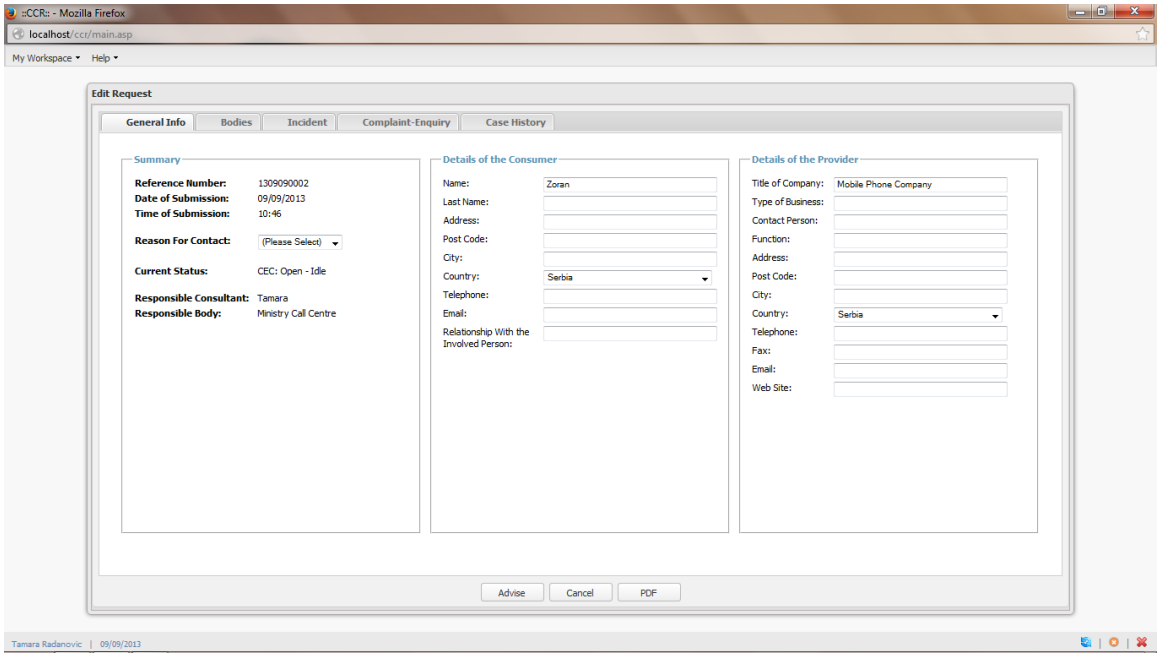
If your decision was that it was an *Invalid* Enquiry then the new Status of the Document is *CEC: Closed – Invalid* and the Document is stored in the system solely for Administrative Reporting and Statistics.

You may access a Closed Enquiry Case as detailed in section 5 Accessing Requests & Cases.

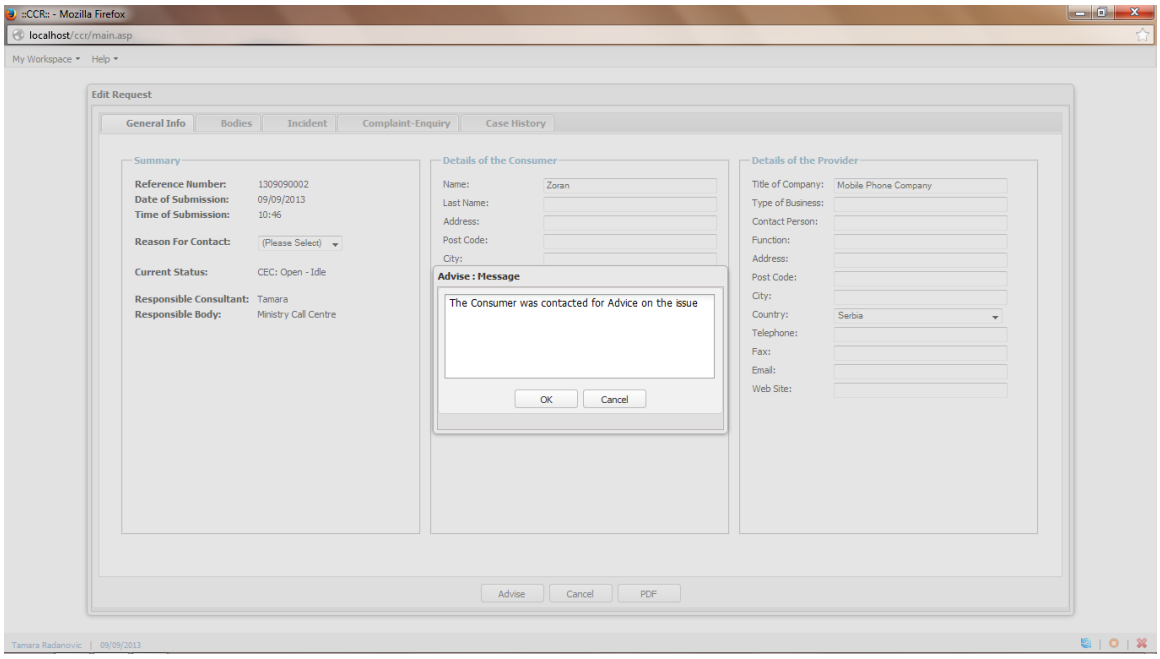
You may re-Open a Closed Enquiry Case as detailed in section 8 Managing Consumer Requests and Cases

7.1.2 Handling Enquiry Cases

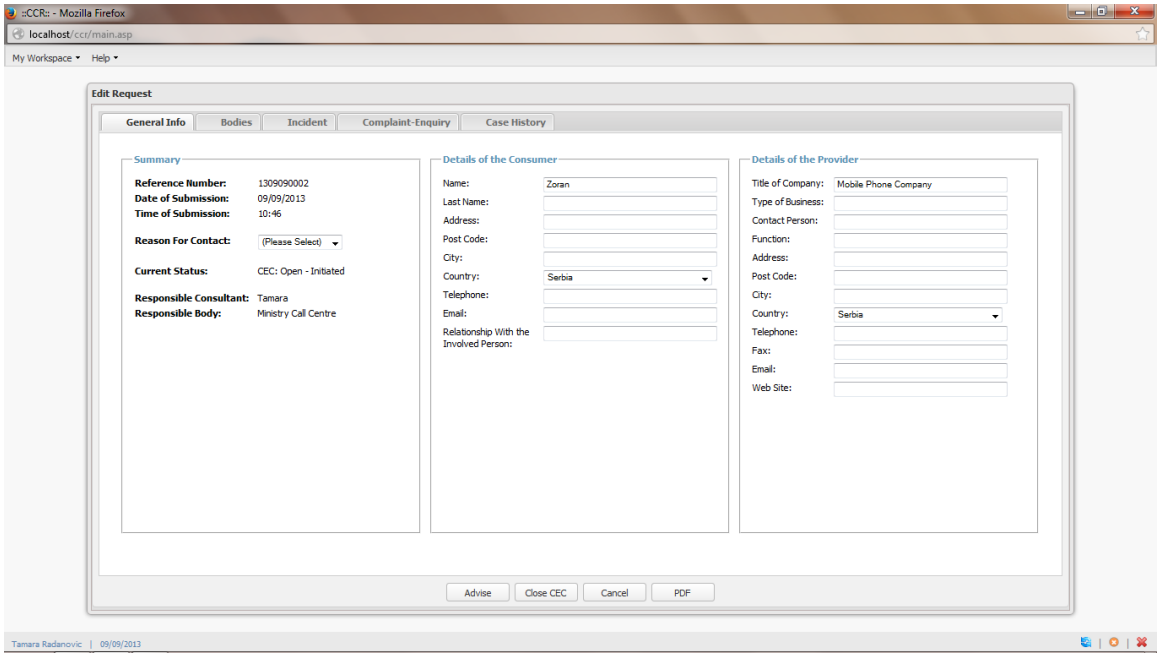
Once you have come up with a Valid Enquiry Case then you may proceed in Handling the Case accordingly. You may analyse the context of the Enquiry, collect relevant information (if required) and then provide the requested advice to the Consumer. To register your action in the system hit the Option Button: Advice;



Take a note on the context of the advice and hit OK to register your action in the system.

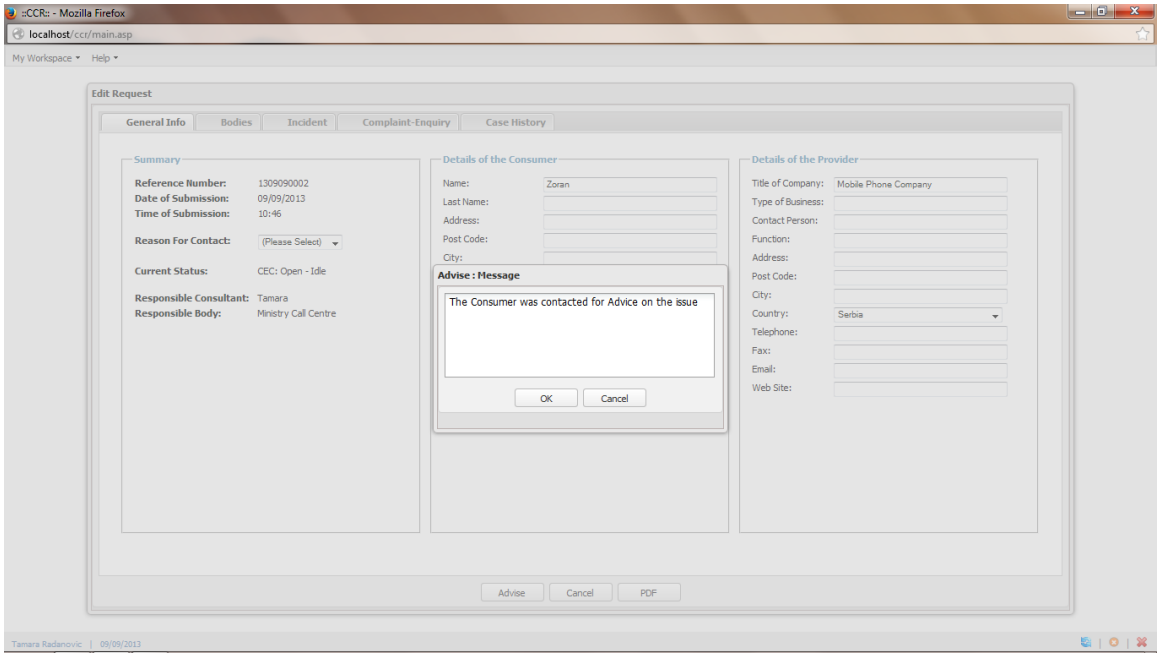


The Status of the Document is now *CEC: Open – Initiated*, indicating that the handling of the Enquiry is in progress.

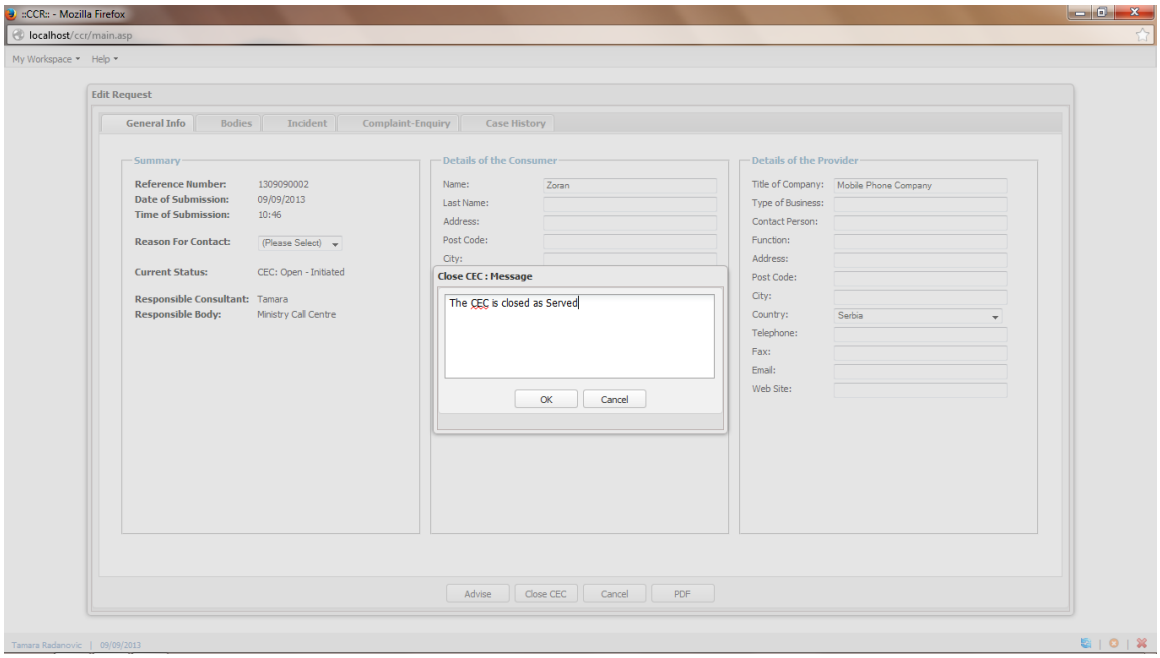


At this stage you have two options and two corresponding Option Buttons:

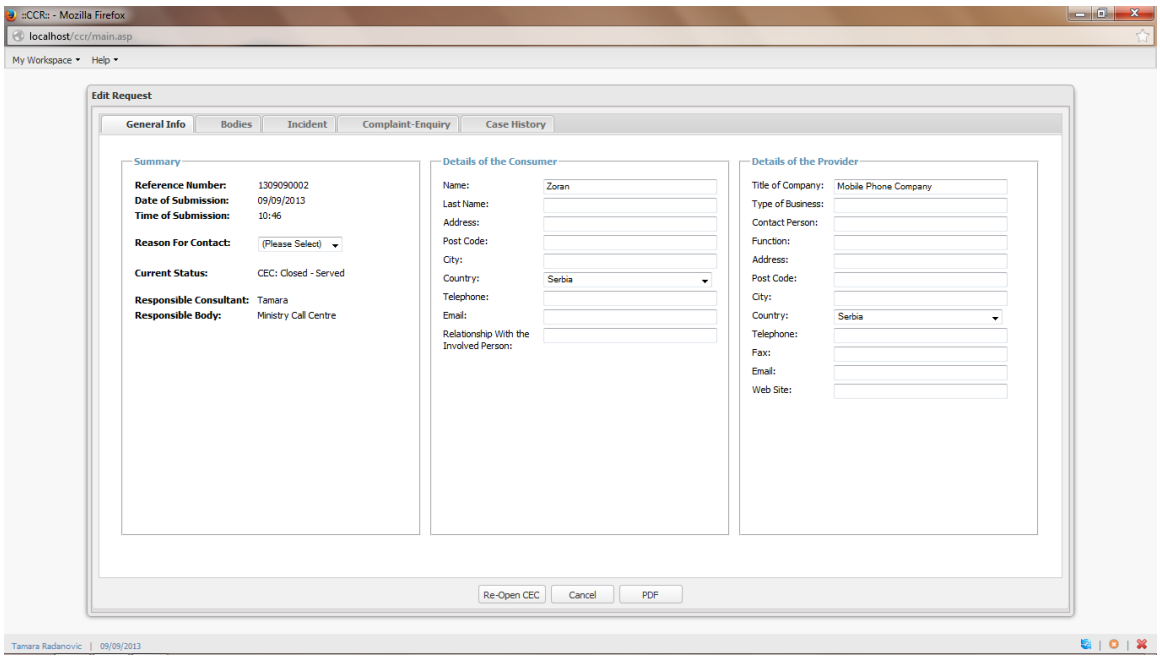
1. Advice: You proceed to further actions in contacting the Consumer for provision of complementary advice and/or information as required. When you hit Advice, the Status of the Document remains unchanged so this action may be repeated for as many times as necessary;
2. Close CEC: Close the Case when the Request has been served.



In either case you will have to fill in a short note with your arguments and hit *OK* to confirm your decision.



If you finished serving the Enquiry and decided to Close the Case then the new Status of the Document has changed to *CEC: Closed – Served* and the Document is archived in the system for Administrative Reporting and Statistics.



You may access a Closed Enquiry Case as detailed in section 5 Accessing Requests & Cases.

You may re-Open a Closed Enquiry Case as detailed in section 8 Managing Consumer Requests and Cases.

7.2 Analysing Requests and Handling Complaint/Enquiry Cases in a CHB

7.2.1 Analysing Requests

The Analysis of Consumer Requests in a CHB follows a similar process as in a CCP (see section 7.1.1 Analysing Requests) with only one exception:

- if the Evaluation of the Request ends up with a decision that it is a Consumer Complaint Case then, as the CHB is competent to Handle Complaints, the Case is indeed further handled at the CHB (see section 7.2.3 Handling Complaint Cases).

7.2.2 Handling Enquiry Cases

Handling of Enquiry Cases in a CHB follows a similar process as in the case of a CCP (see section 7.1.2 Handling Enquiry Cases).

7.2.3 Handling Complaint Cases

7.3 Analysing Requests and Handling Dispute Cases in ADRs

7.3.1 Analysing Requests

Handling of Consumer Requests in an ADR follows a similar process as in a CCP (see section 7.1.1 Analysing Requests) with only one exception:

- if the Evaluation of the Request ends up with a decision that it is a Consumer Dispute Case then, as the ADR is competent to Handle Disputes, the Case is indeed further handled at the CHB (see section 7.3.2 Handling Dispute Cases).

7.3.2 Handling Dispute Cases

8 MANAGING CONSUMER REQUESTS AND CASES

Managing Consumer Requests and Consumer Cases refers to the following functions of the CCR:

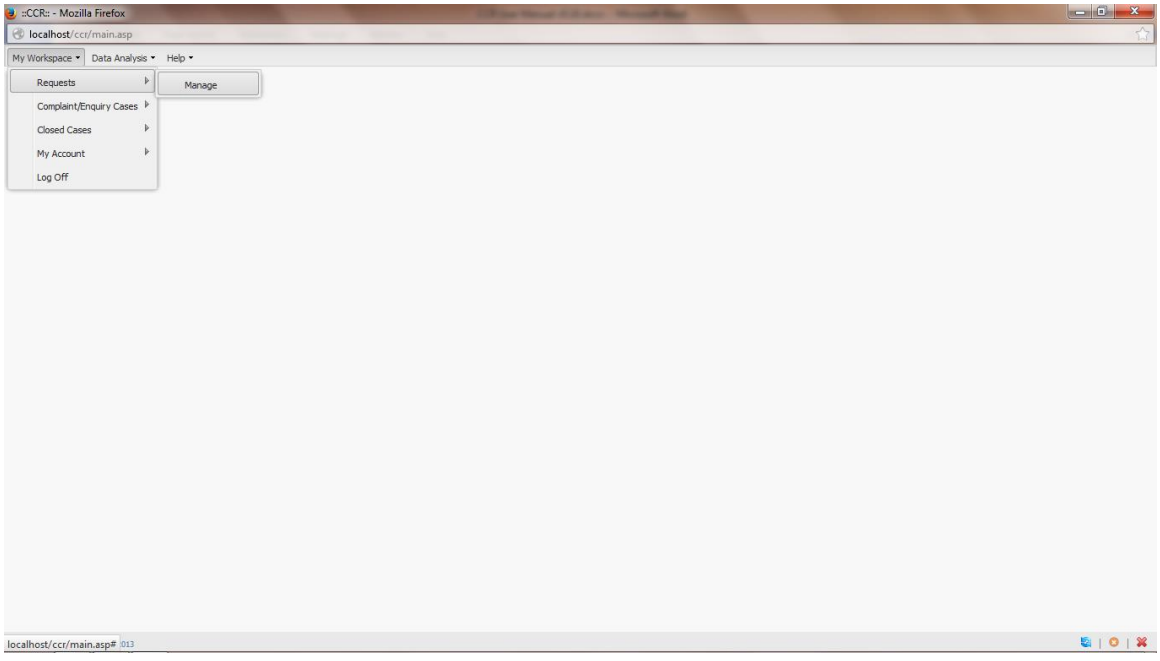
1. Assigning and Reassigning of a Request to the responsibility of a specific Consultant for further handling;
2. Assigning and Reassigning of an Enquiry or Complaint Case to the responsibility of a specific Consultant for further handling;
3. Reopening a Closed Case and Assigning it to the responsibility of a specific Consultant for further handling;

The following sections detail the Management of Requests and Cases as well as the Reopening or Closed Cases in a Complaint Handling Body.

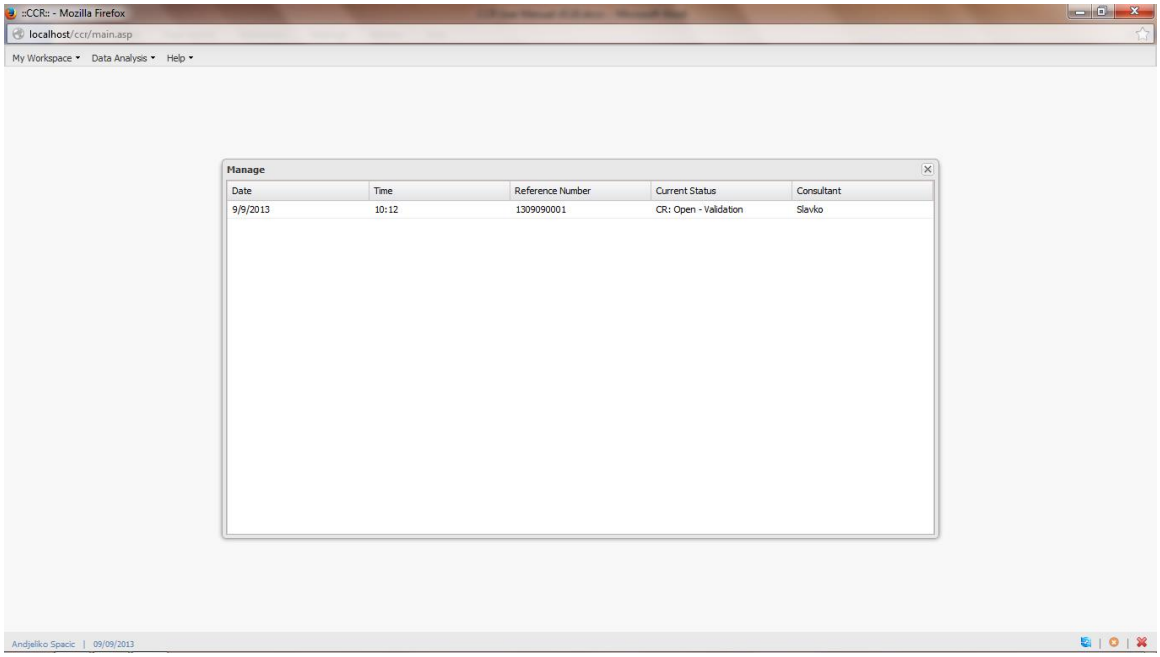
It must be noted that the Management of Requests and Cases as well as the Reopening of Closed Cases in a Consumer Contact Point or an ADR are absolutely identical to the ones described below.

8.1 Assigning/Reassigning Requests

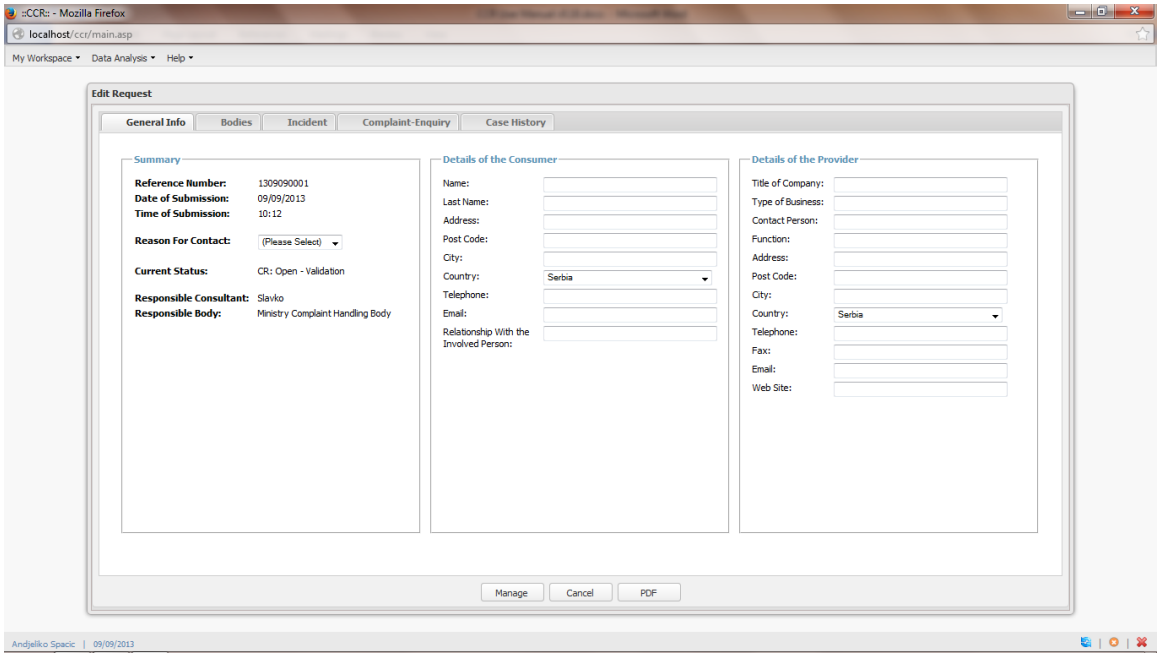
On the Menu select *My Workspace/Requests/Manage*.



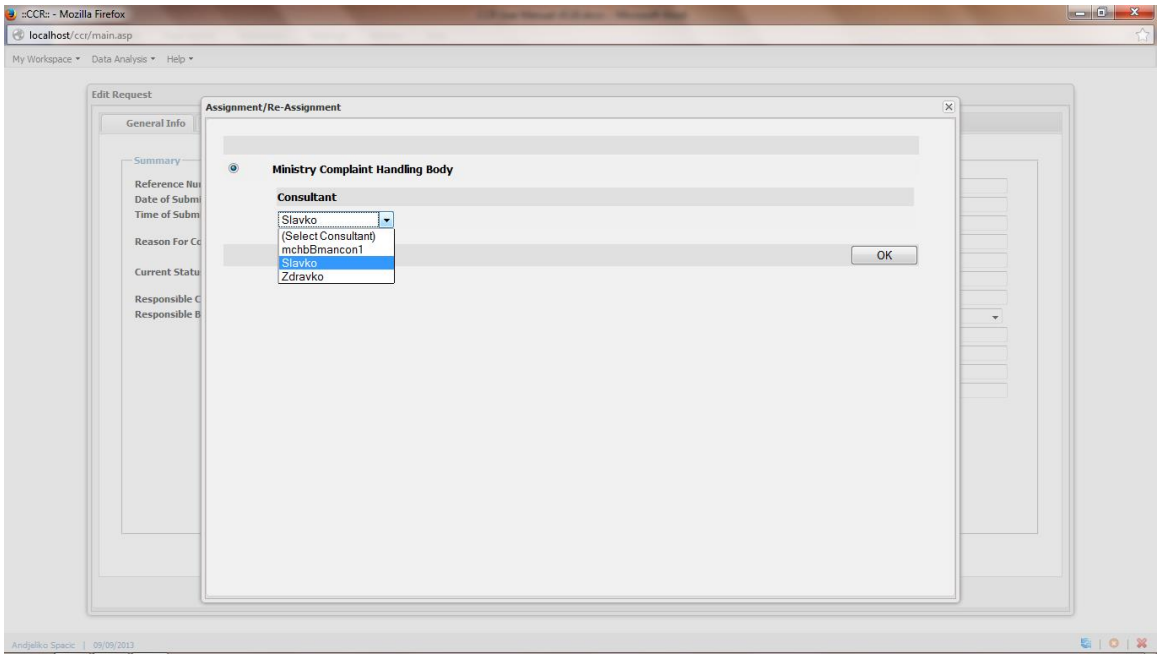
This will open the application window Manage Requests. You may note that the far right column in the window refers to the name of the Responsible Consultant for each Request. If a name is missing on this column for a specific Request this means that the Request is new and has not yet been assigned to a Consultant.



Double click on the Request you want to Manage to open the corresponding Document Window.



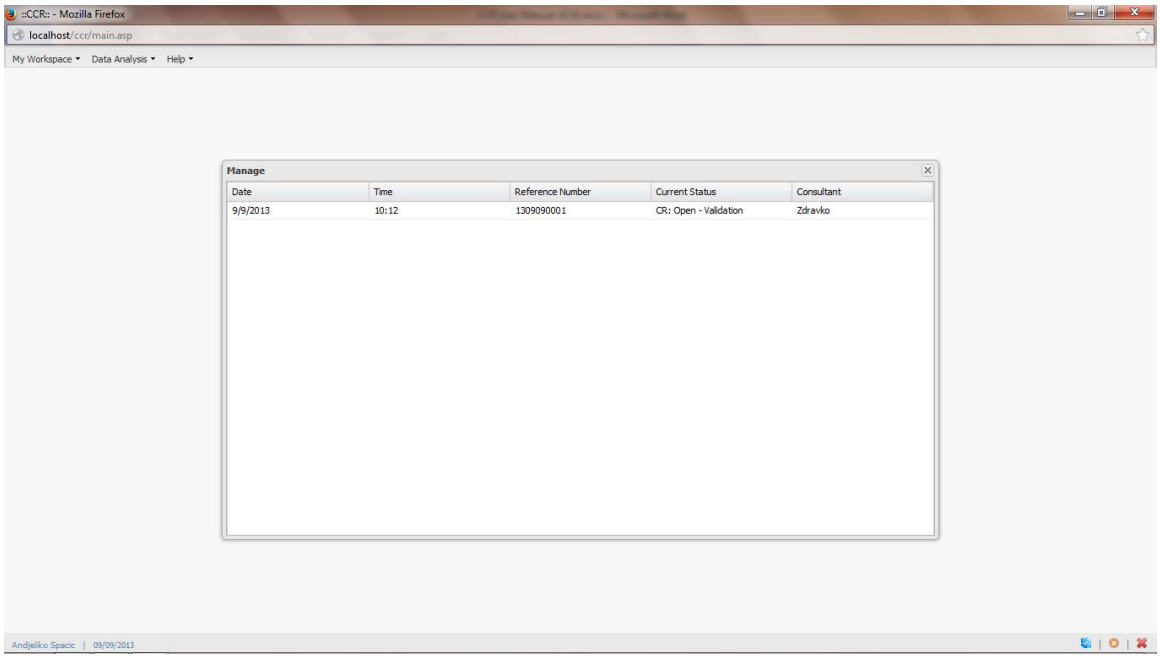
To Manage the Request hit the Option Button *Manage*.



This will in turn open the dialogue box Assignment/Re-assignment.

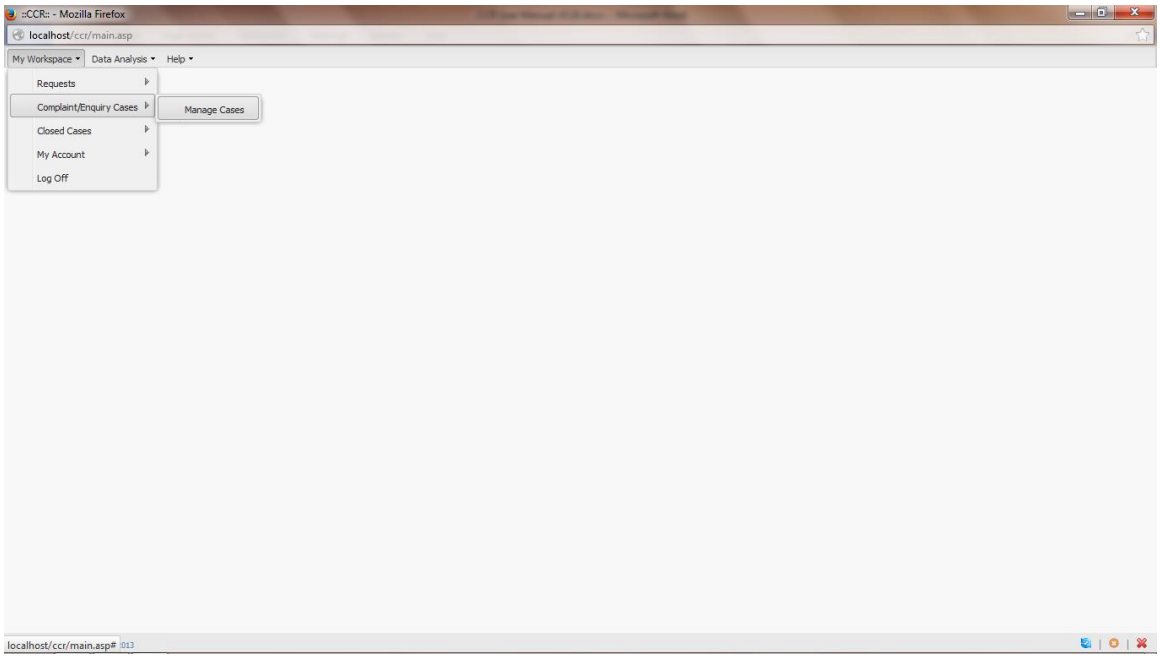
Using the pop-down selector chose the Consultant to which you wish to assign (or re-assign the Request and hit *OK* to confirm your decision. As a result the dialogue box and the Document Window will close to reveal the application window Manage Requests that is still underneath.

On the application window Manage Requests you may now see that the Responsible Consultant for the Request you worked with has been set to (or changed to) the Consultant of your choice.

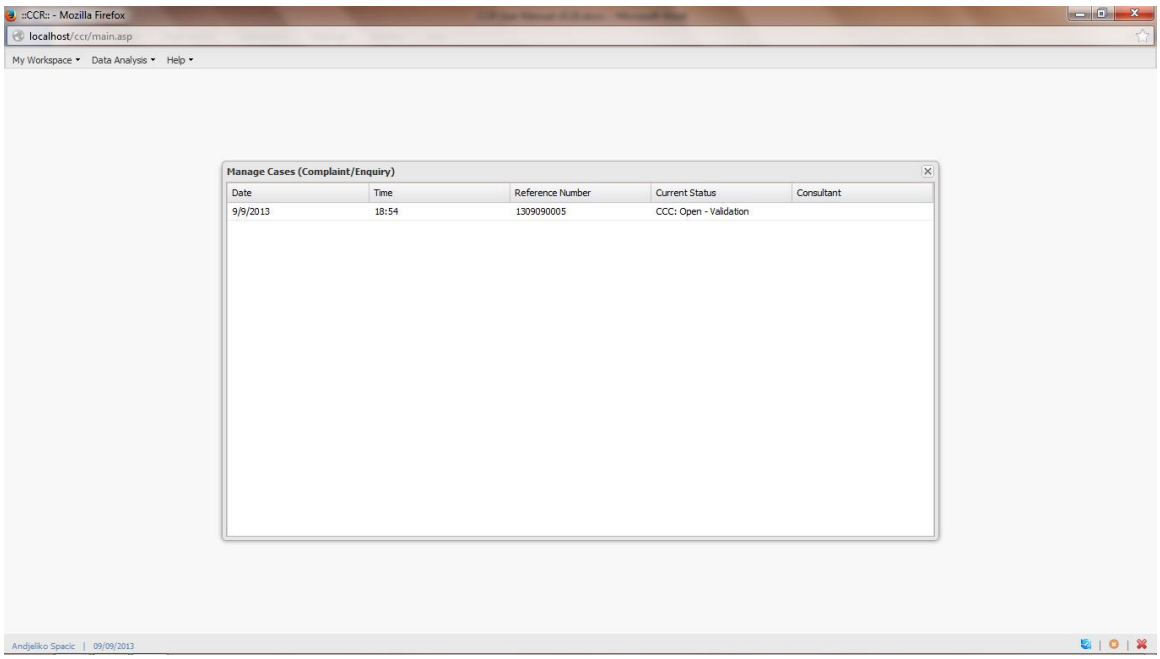


8.2 Assigning/Reassigning Cases

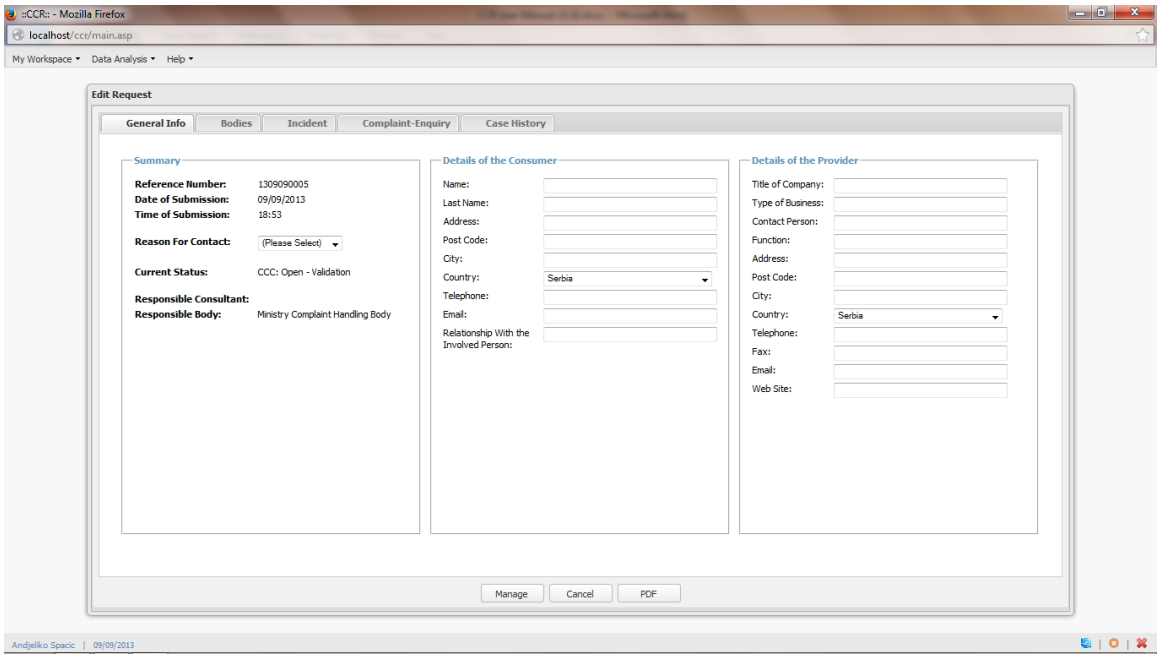
On the Menu select *My Workspace/Complaint-Enquiry Cases/Manage Cases.*



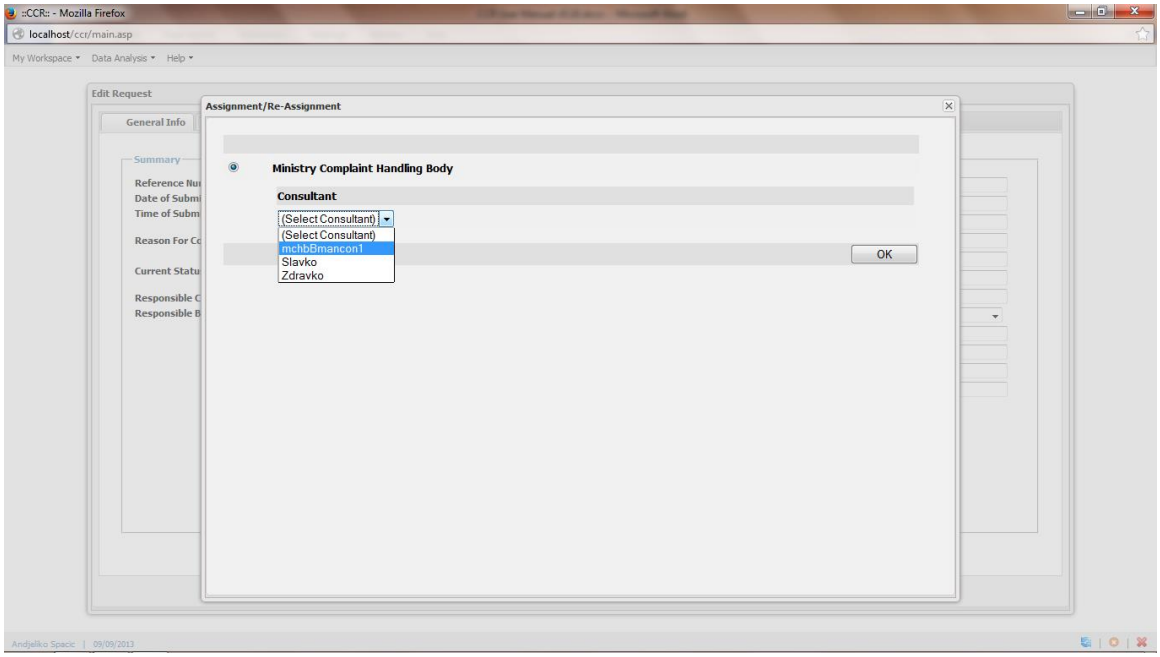
This will open the application window Manage Cases. You may note that the far right column in the window refers to the name of the Responsible Consultant for each Request. If a name is missing on this column for a specific Case this means that the Case is new and has not yet been assigned to a Consultant.



Double click on the Case you want to Manage in order to open the corresponding Document Window.



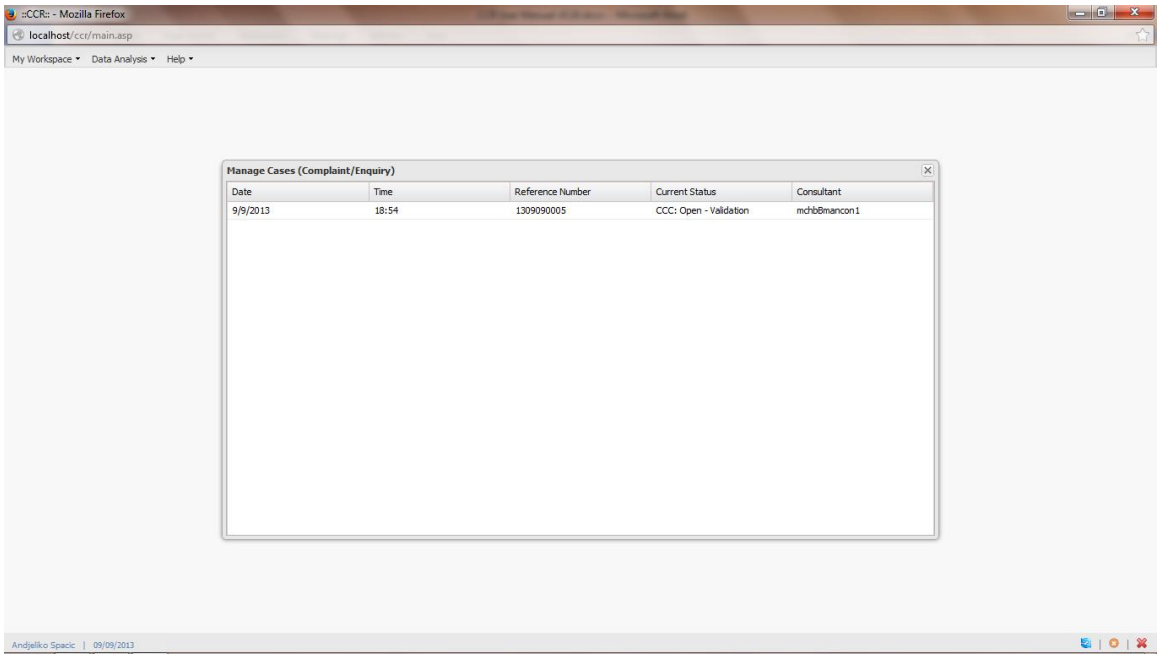
To Manage the Case hit the Option Button *Manage*.



This will in turn open the dialogue box Assignment/Re-assignment.

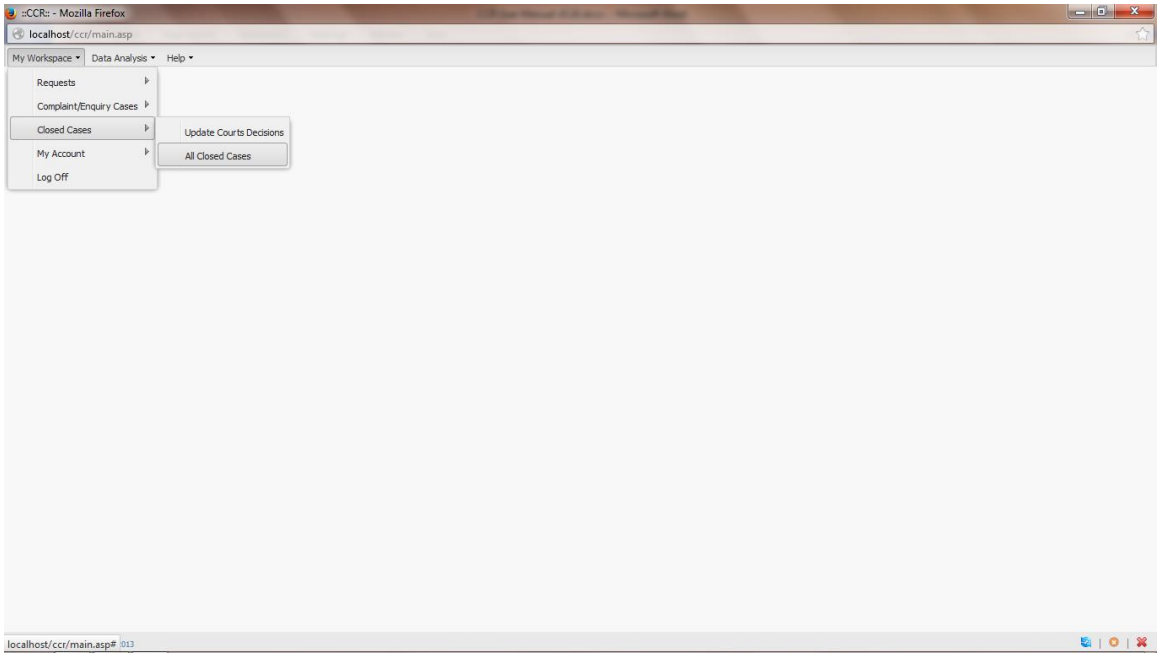
Using the pop-down selector chose the Consultant to which you wish to assign (or re-assign the Case and hit *OK* to confirm your decision. As a result the dialogue box and the Document Window will close to reveal the application window Manage Cases that is still underneath.

On the application window Manage Cases you may now see that the Responsible Consultant for the Case you worked with has been set to (or changed to) the Consultant of your choice.

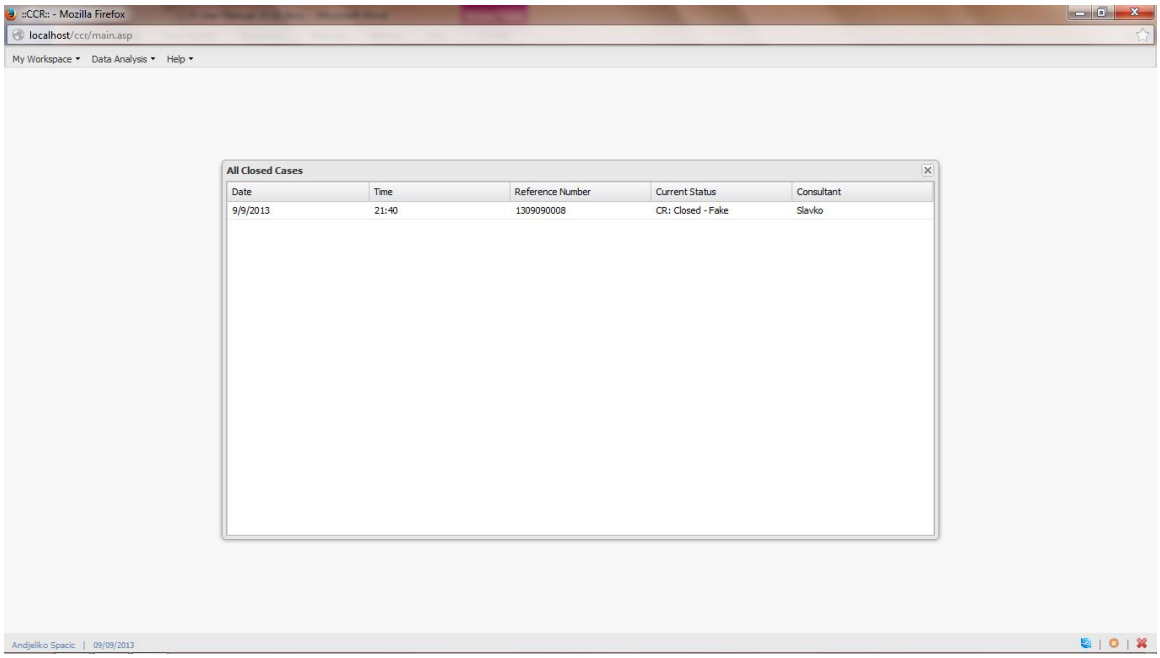


8.3 Re-Opening Closed Requests or Cases

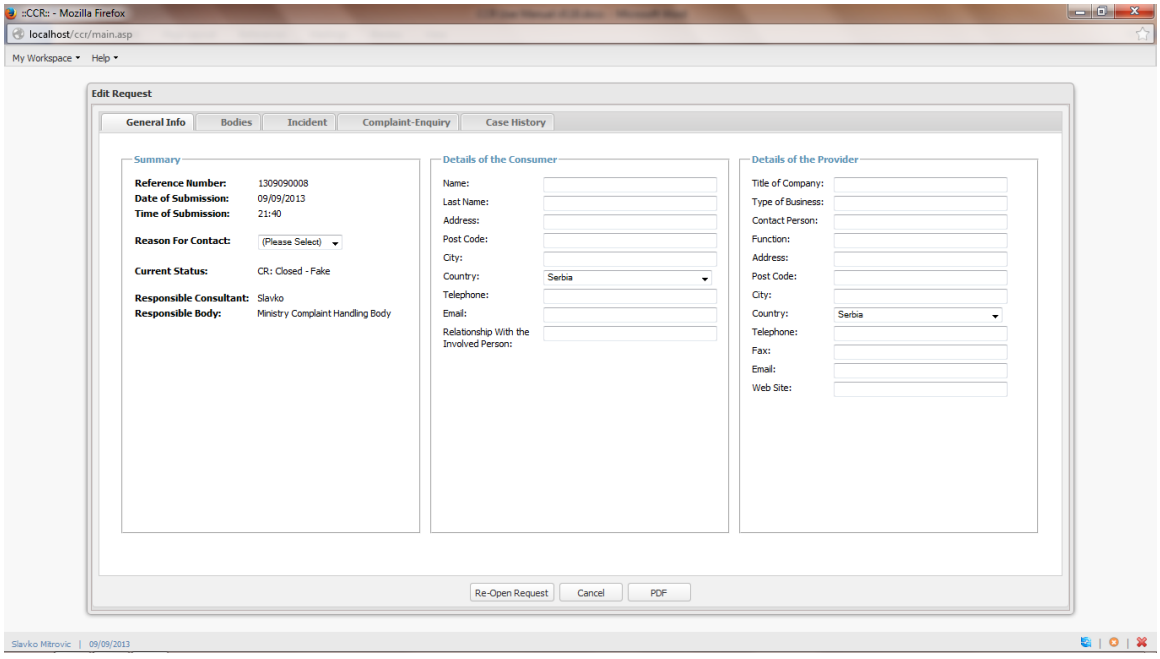
On the Menu select *My Workspace/Closed Requests-Cases/Reopen Requests-Cases.*



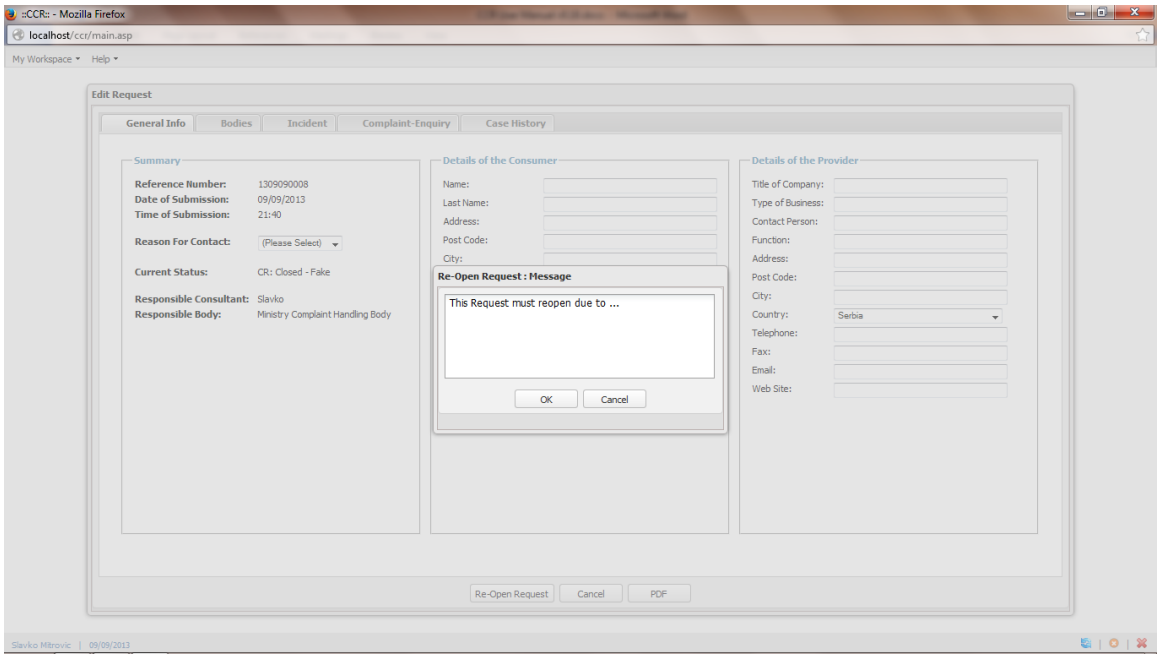
This will open the application window Reopen Closed Requests/Cases.



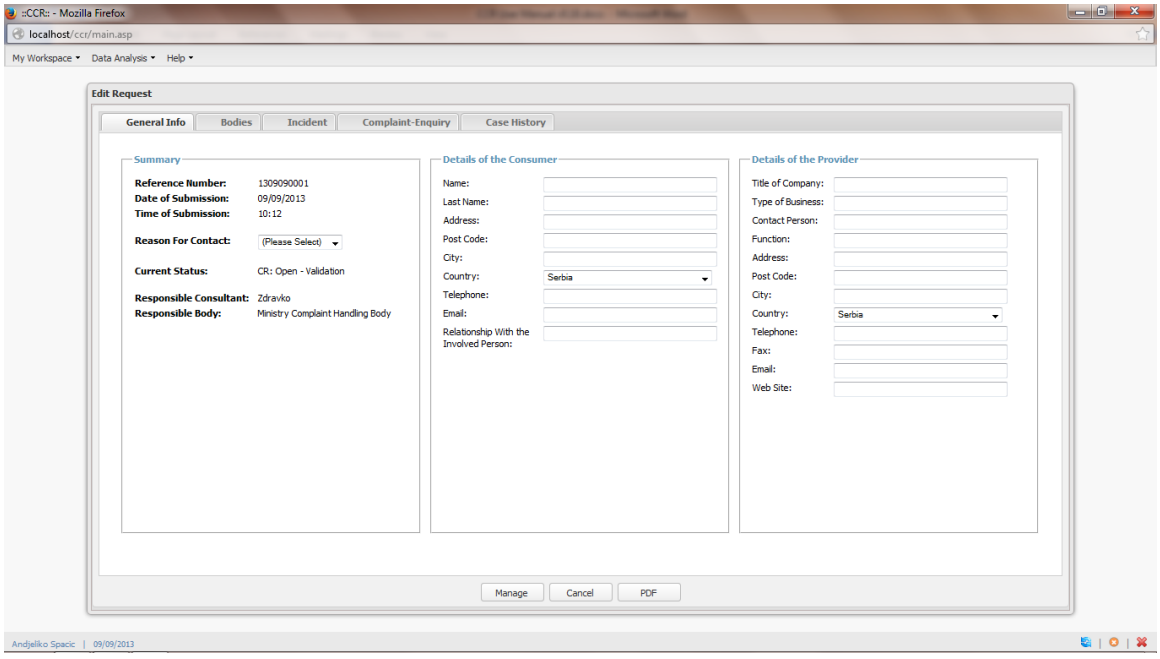
Double click on the Request or Case you want to Reopen in order to open the corresponding Document Window.



To Reopen the Request or Case hit the Option Button *Re-Open Request* or *Re-Open Case* accordingly.



Fill in the arguments that justify the reason for reopening the Request or Case and hit OK to confirm your decision.



You may further proceed to Managing the Request or Case i.e. by Assigning or Re-assigning the Responsible Consultant (see sections 8.1 Assigning/Reassigning Requests and 8.2 Assigning/Reassigning Cases)

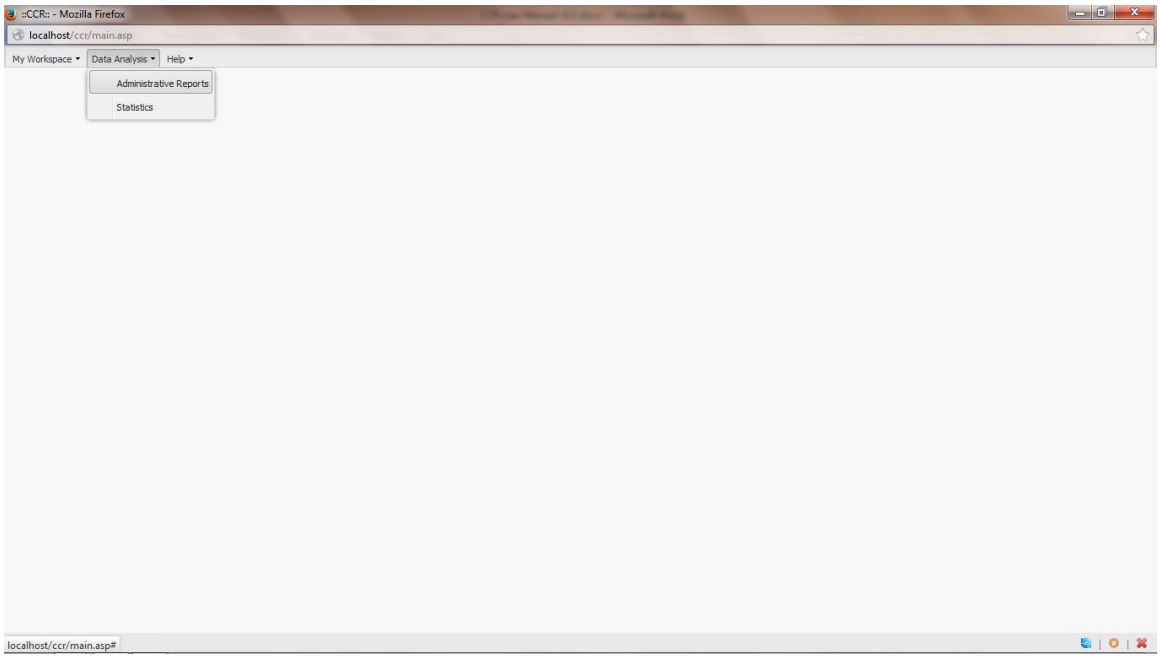
9 ADMINISTRATIVE REPORTING

The system has integrated functions for the Analysis of Data and production of Administrative Report that aim at providing valuable input for identification of issues and potential bottlenecks in the operation of the CCR and consequently for taking measures to improve its performance. Administrative Reports do not include information on consumers' personal data.

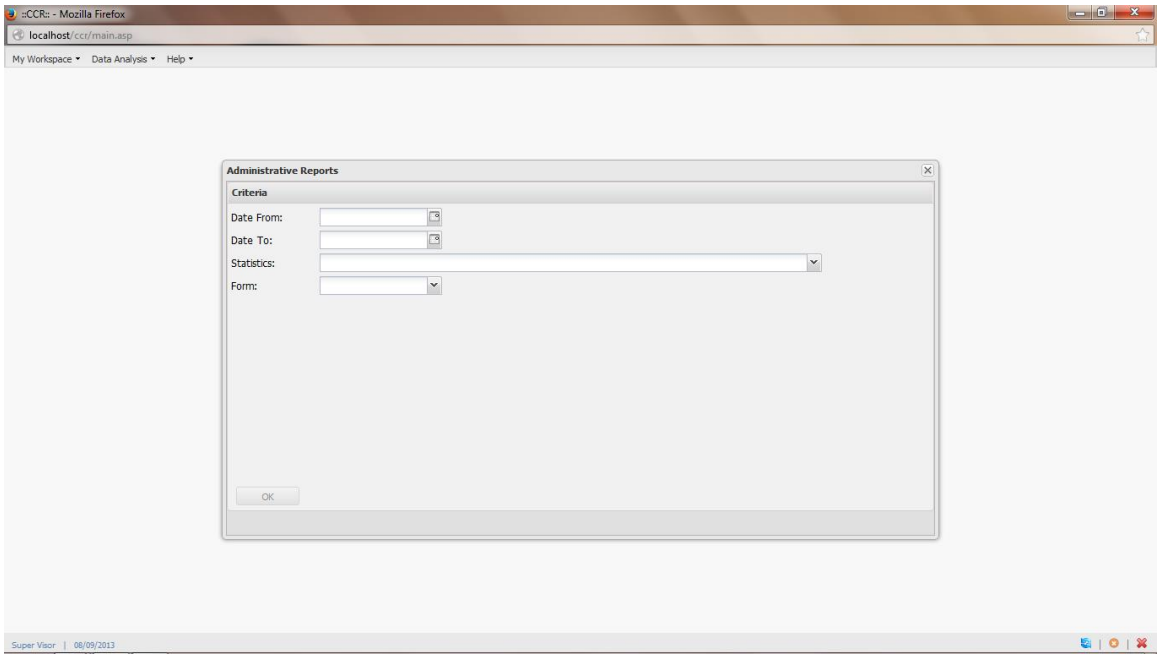
The Analysis of Data for Administrative Reporting is a standard function available to the following types of Users bearing the corresponding privileges:

1. Managers of CCPs, CHBs and ADRs, who may produce Reports accessing data related to Requests and Cases submitted in and/or Handled by their Body;
2. The Secretariat of the CCR, who may produce Reports accessing all data stored in the system;
3. The Supervisor of the CCR, who may produce Reports accessing all data stored in the system;
4. Special External Users of the system, who may produce Reports accessing all data stored in the system.

On the Menu select *Data Analysis/Administrative Reports*.



This will open the application window Administrative Reports which provides tools for the definition of the Period and Type of Report as well as for the selection of the Form for the Presentation of the results.

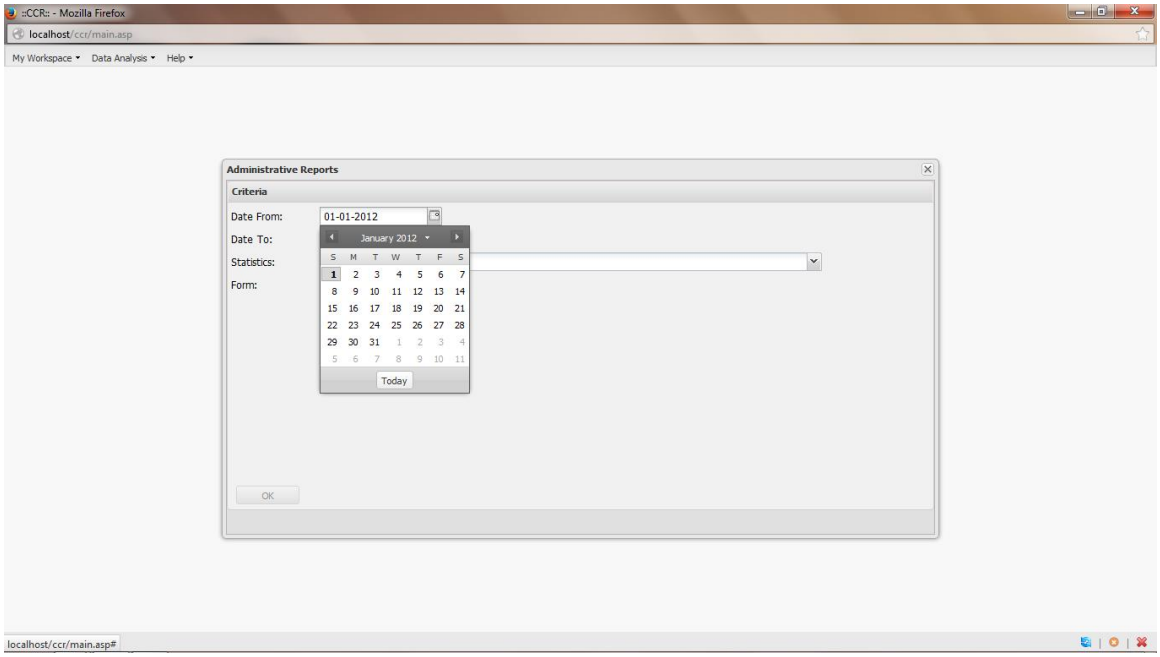


To produce the desired Report you will have to provide the following criteria:

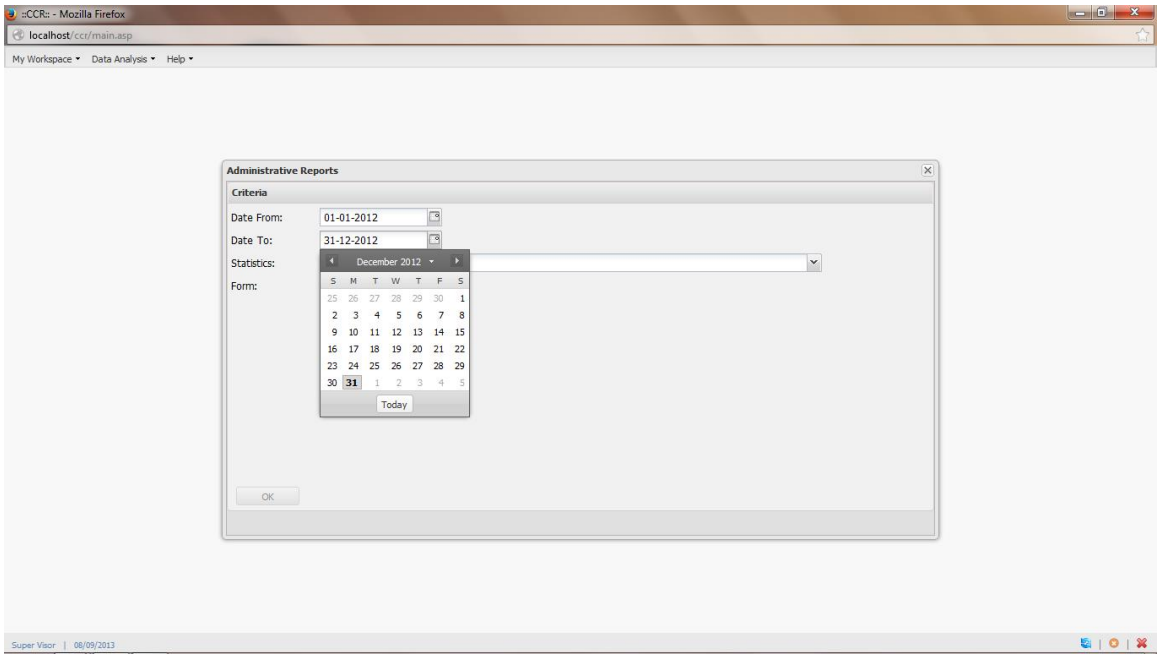
1. the Reporting Period;
2. the Type of Report (select amongst a set of predefined options); and
3. the Form for Presentation for the Report (select amongst a set of predefined options).

9.1 Defining the Criteria for Reporting

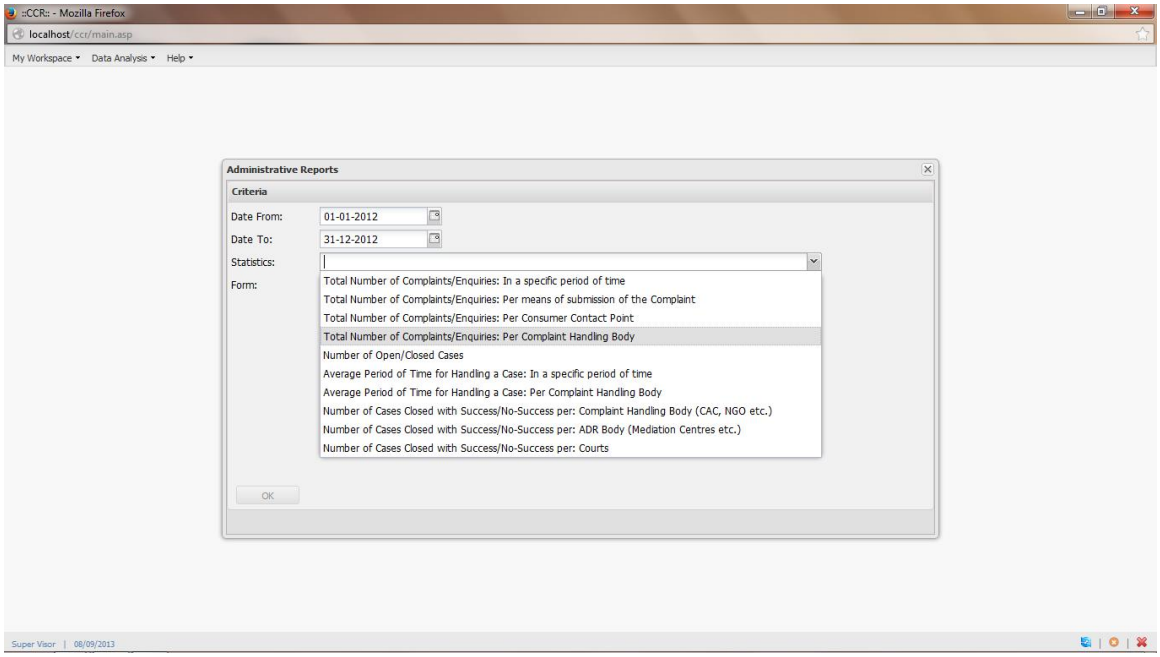
Click on the field next to the label ‘Date From’ to enable the visual calendar tool in order to select the Start Date of the Reporting Period.



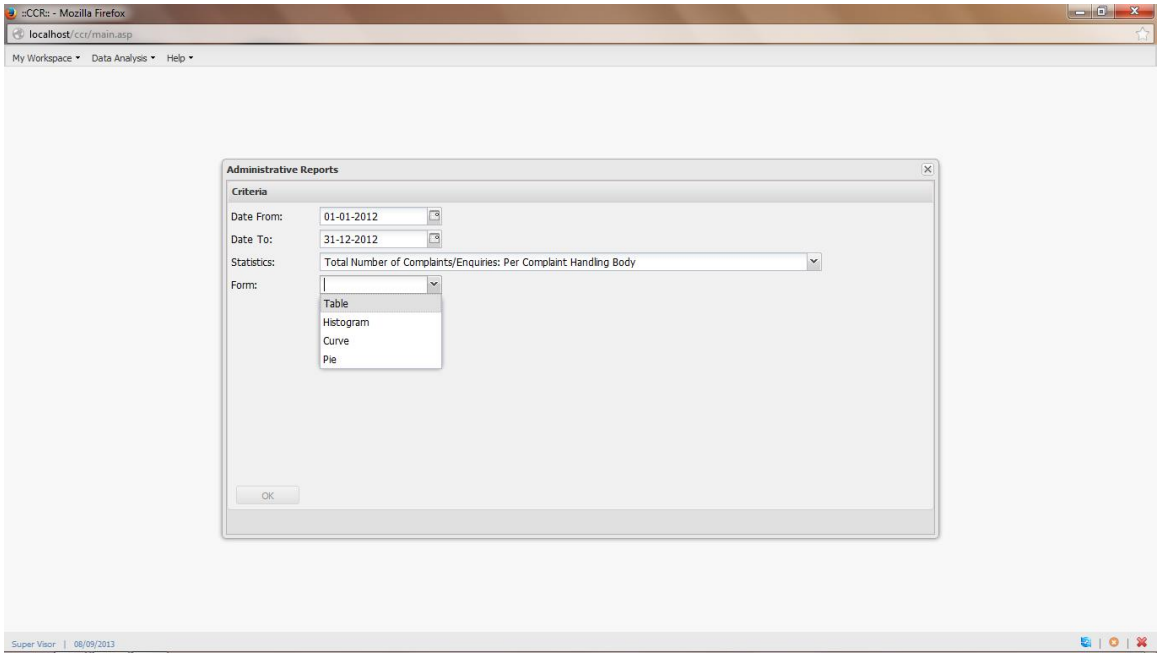
Click on the field next to the label ‘Date To’ to enable the visual calendar tool in order to select the End Date of the Reporting Period.



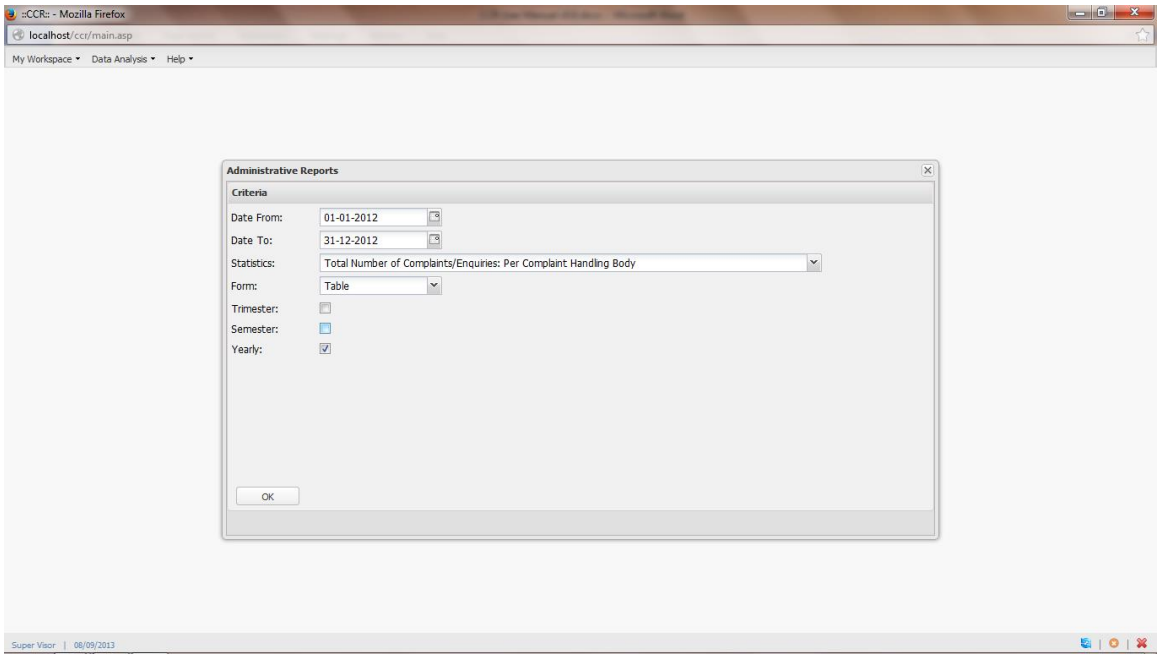
Using the pop-down selector chose the desired Type of Report amongst the set of predefined Types.


::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Data Analysis
Help
Administrative Reports
Criteria
Date From:
01-01-2012
Date To:
31-12-2012
Statistics:
Form:
Total Number of Complaints/Enquiries: In a specific period of time
Total Number of Complaints/Enquiries: Per means of submission of the Complaint
Total Number of Complaints/Enquiries: Per Consumer Contact Point
Total Number of Complaints/Enquiries: Per Complaint Handling Body
Number of Open/Closed Cases
Average Period of Time for Handling a Case: In a specific period of time
Average Period of Time for Handling a Case: Per Complaint Handling Body
Number of Cases Closed with Success/No-Success per: Complaint Handling Body (CAC, NGO etc.)
Number of Cases Closed with Success/No-Success per: ADR Body (Mediation Centres etc.)
Number of Cases Closed with Success/No-Success per: Courts
OK
Super Visor | 08/09/2013

Using the pop-down selector chose the desired Form for Presentation of Reports amongst the set of predefined Form Types.



If you select to display the Report in the form of tables you may also determine whether you need columns with sub-totals per quarter and/or six-month periods and/or year.

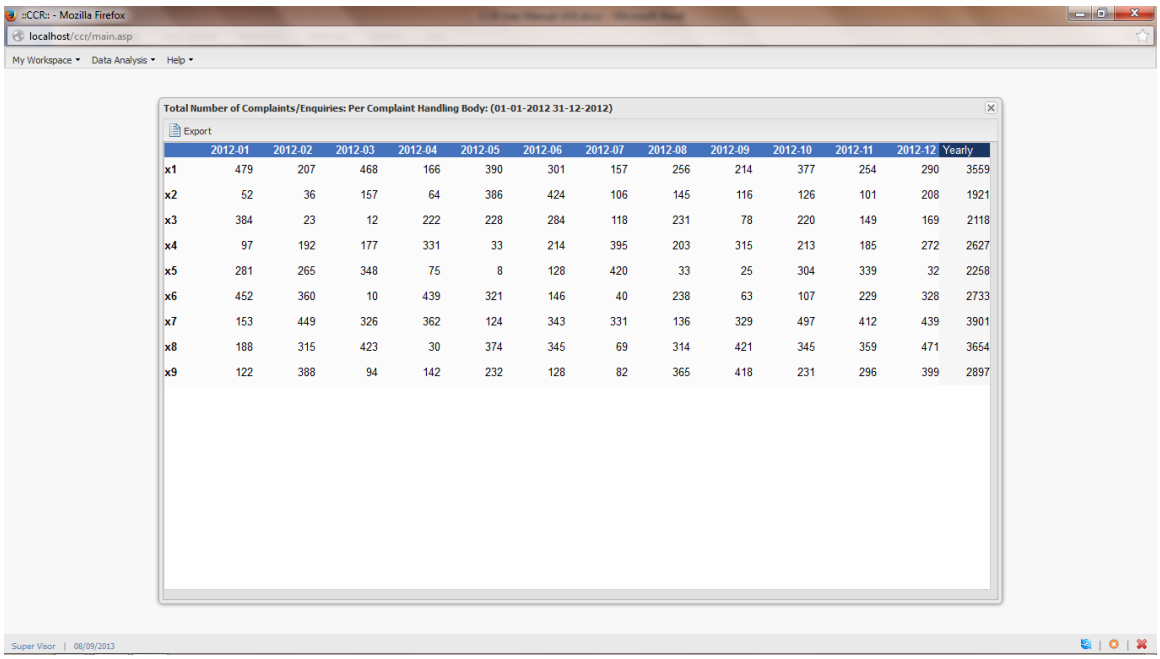


9.2 Presentation of Reports

The result of produced Report is presented in a new Presentation Window.

9.2.1 Reporting in Tables

A sample Report presented in the Form of Table is shown below.



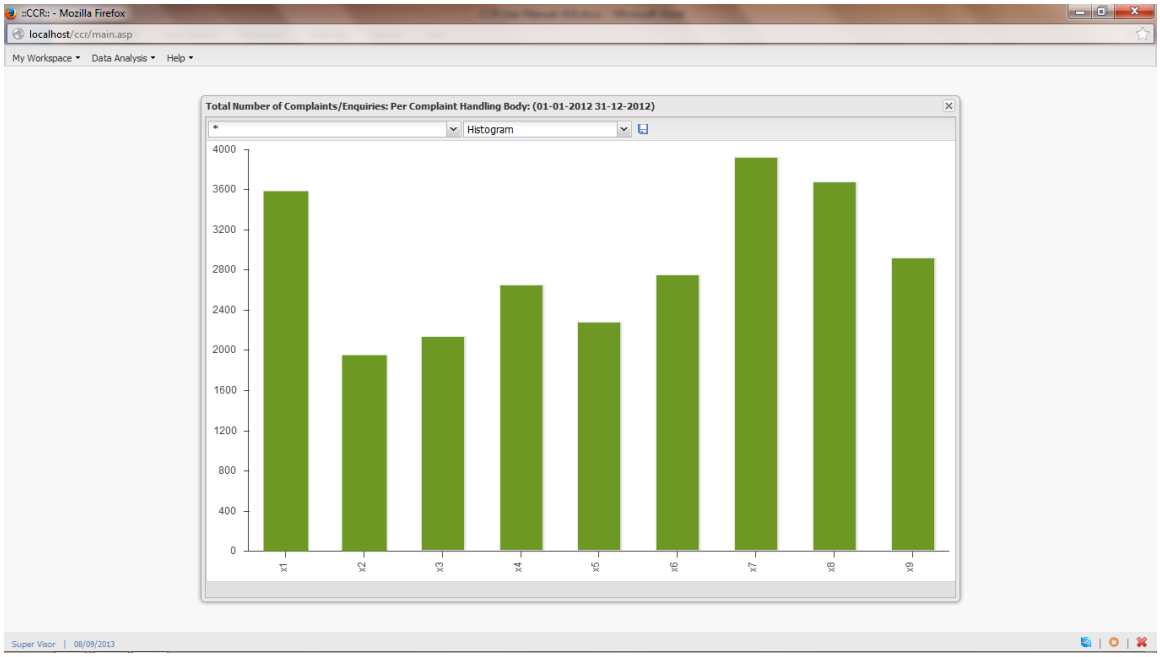
	2012-01	2012-02	2012-03	2012-04	2012-05	2012-06	2012-07	2012-08	2012-09	2012-10	2012-11	2012-12	Yearly
x1	479	207	468	166	390	301	157	256	214	377	254	290	3559
x2	52	36	157	64	386	424	106	145	116	126	101	208	1921
x3	384	23	12	222	228	284	118	231	78	220	149	169	2118
x4	97	192	177	331	33	214	395	203	315	213	185	272	2627
x5	281	265	348	75	8	128	420	33	25	304	339	32	2258
x6	452	360	10	439	321	146	40	238	63	107	229	328	2733
x7	153	449	326	362	124	343	331	136	329	497	412	439	3901
x8	188	315	423	30	374	345	69	314	421	345	359	471	3654
x9	122	388	94	142	232	128	82	365	418	231	296	399	2897

Click on *Export* on top left of the application window to export the produced result to a file.

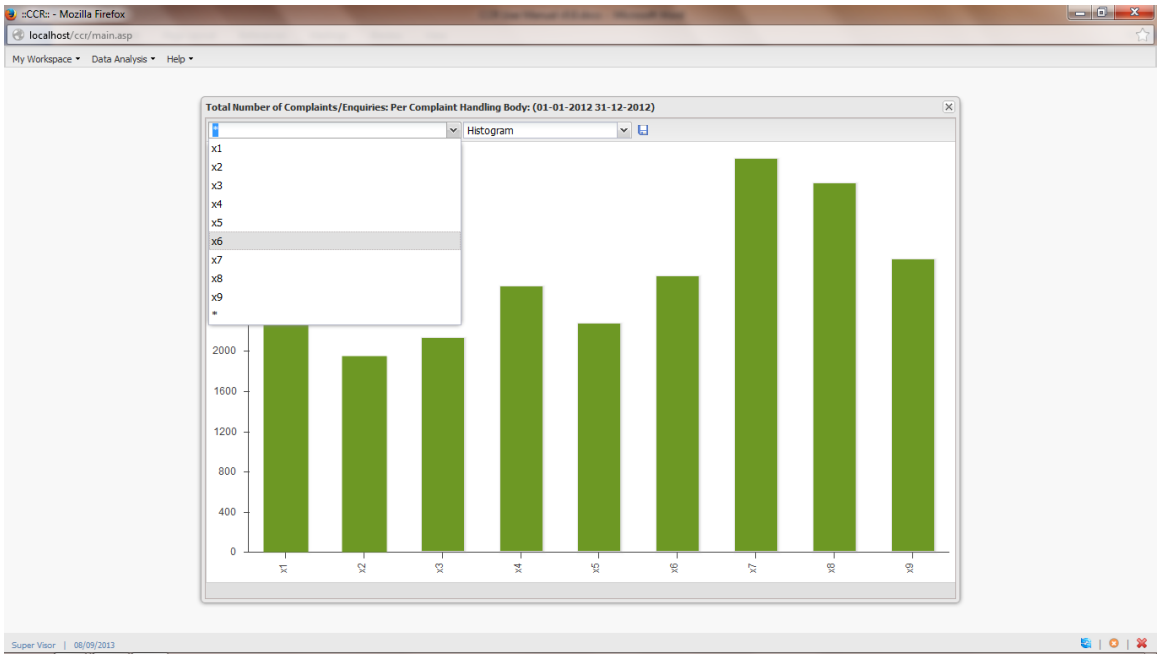
9.2.2 Reporting in the Form of Columns

A sample Report presented in the Form of Columns is shown below.

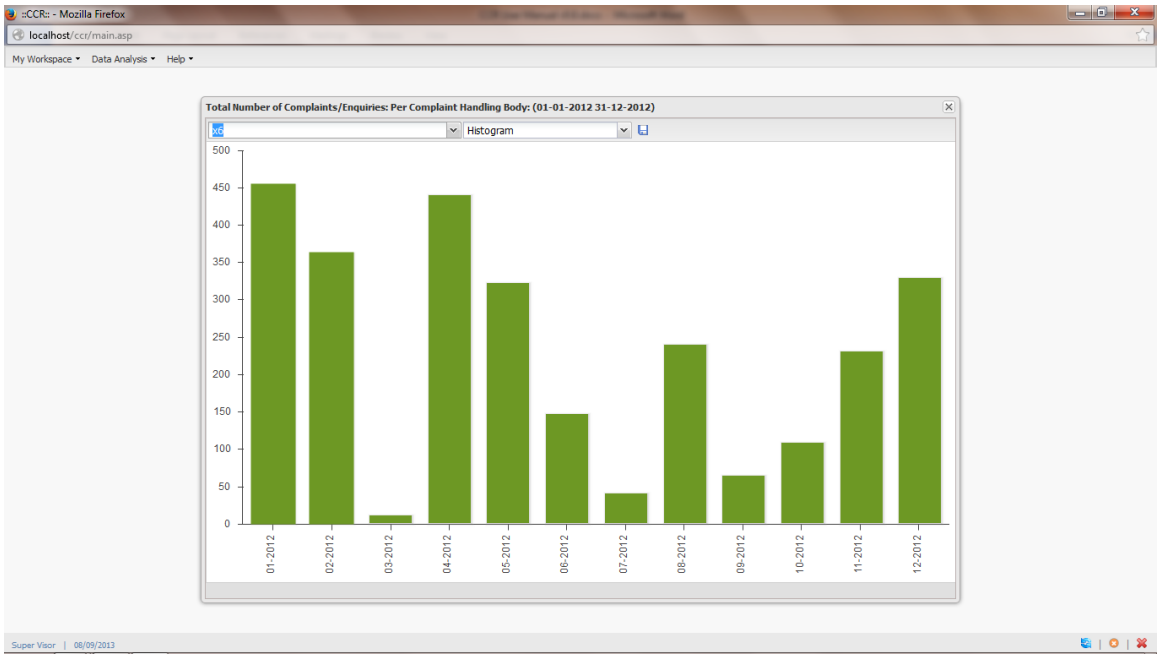
By default the Columns represent the number of Requests/Cases per selected criteria. For example, the image below displays the total number of Complaints/Enquiries per Complaint Handling Body.



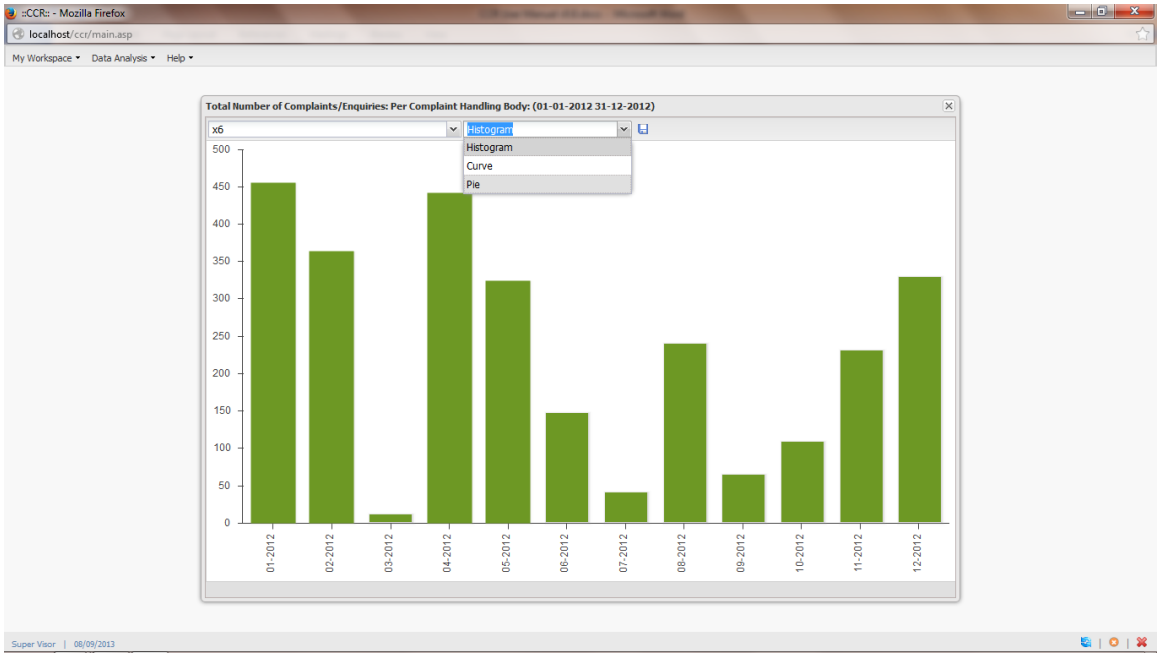
At this point, you may use the pop-down selector to choose a specific Complaint Handling Body to quickly and easy produce statistics that present in Columns the number of Complaints/Enquiries for the specific Complaint Handling Body (see below).



In this case the Columns represent the number of Complaints/Enquiries per month.



For more convenience a pop-down selector is available so that you can change the Form of Presentation from within the Presentation Window to choose the most appropriate view for the specific Report fast and easy.

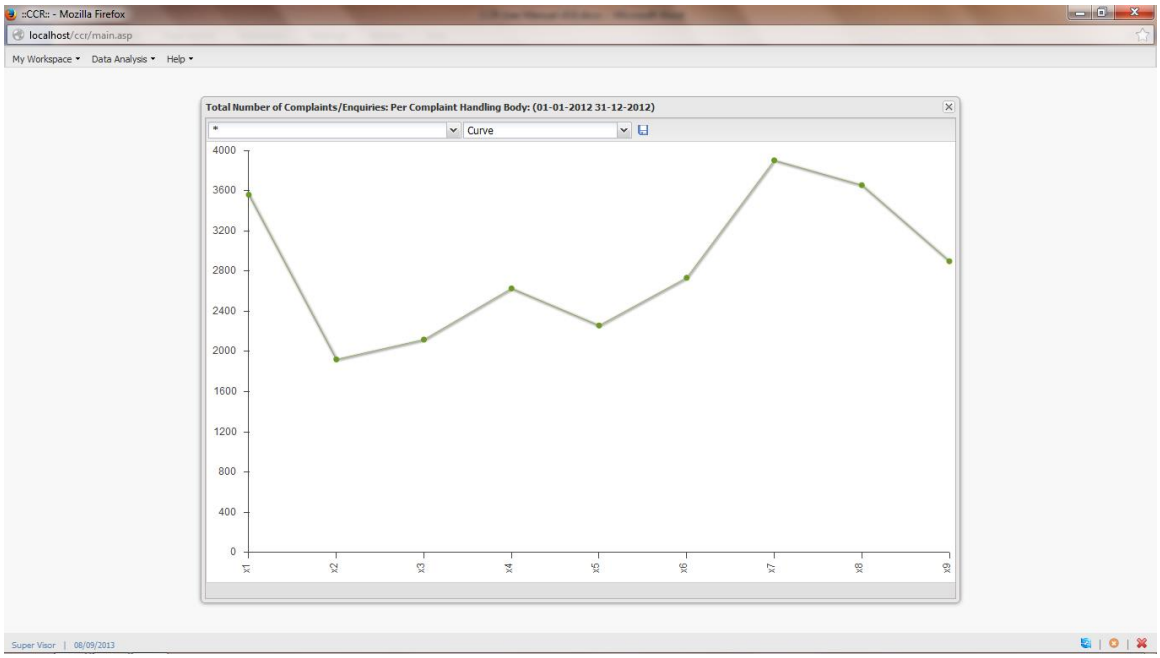


The produced result may be exported to a file using the disk icon next to the Form selector.

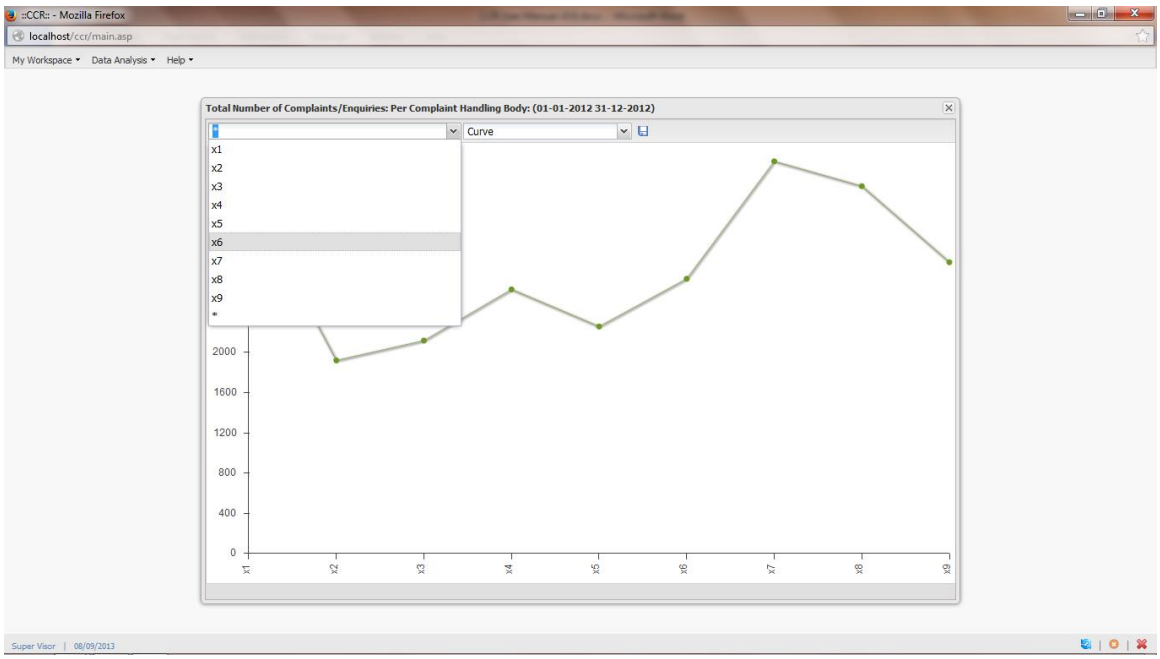
9.2.3 Reporting in the Form of Curved Lines

A sample Report presented in the Form of a Curve is shown below.

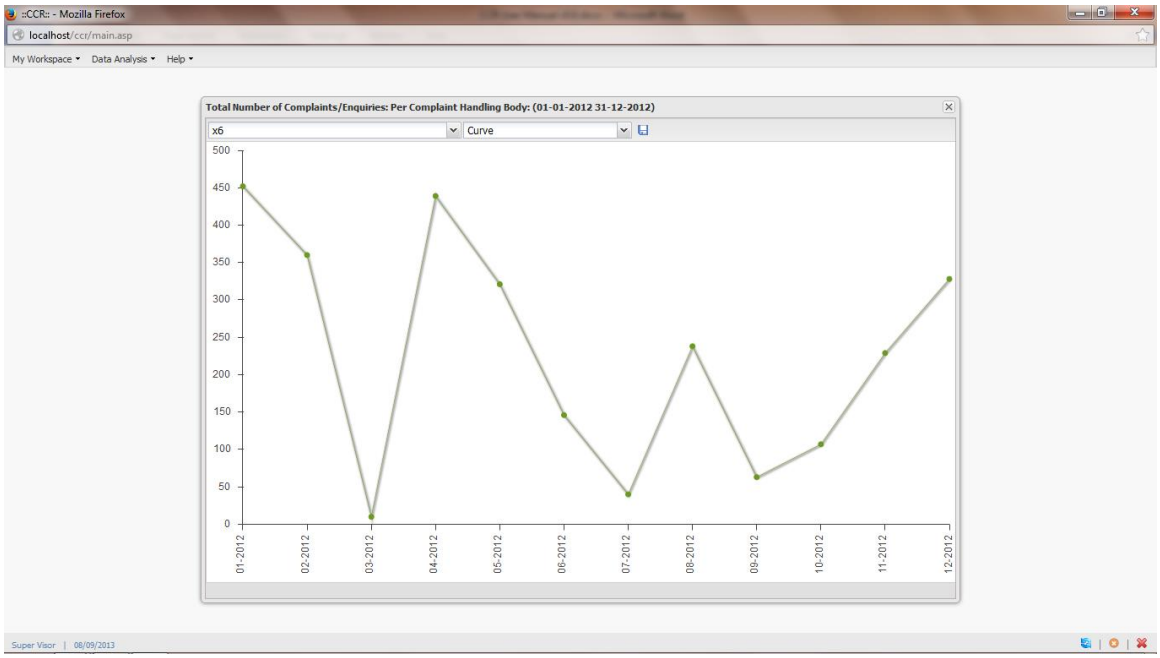
By default the Curve represents the number of Requests/Cases per selected criteria. For example, the image below displays the total number of Complaint/Enquiries per Complaint Handling Body.



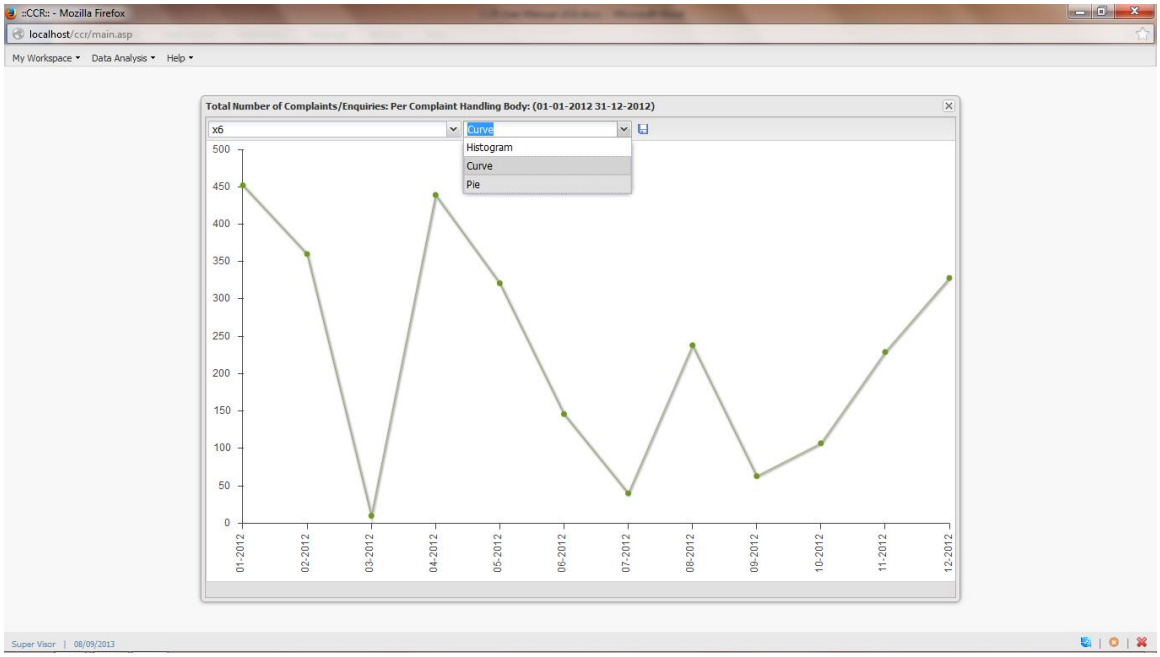
At this point, you may use the pop-down selector to choose a specific Complaint Handling Body to quickly and easy produce statistics that present in a Curve the number of Complaints/Enquiries for the specific Complaint Handling Body (see below).



In this case the Curve represents the number of Complaints/Enquiries per month.



For more convenience a pop-down selector is available so that you can change the Form of Presentation from within the Presentation Window to choose the most appropriate view for the specific Report fast and easy.

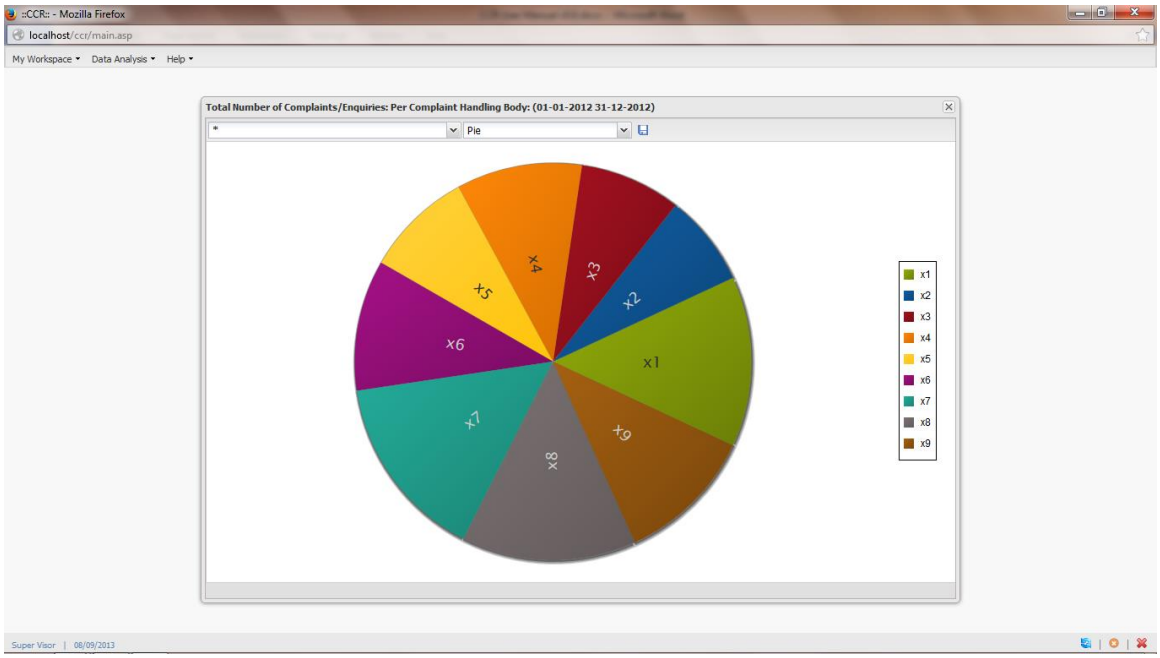


The produced result may be exported to a file using the disk icon next to the Form selector.

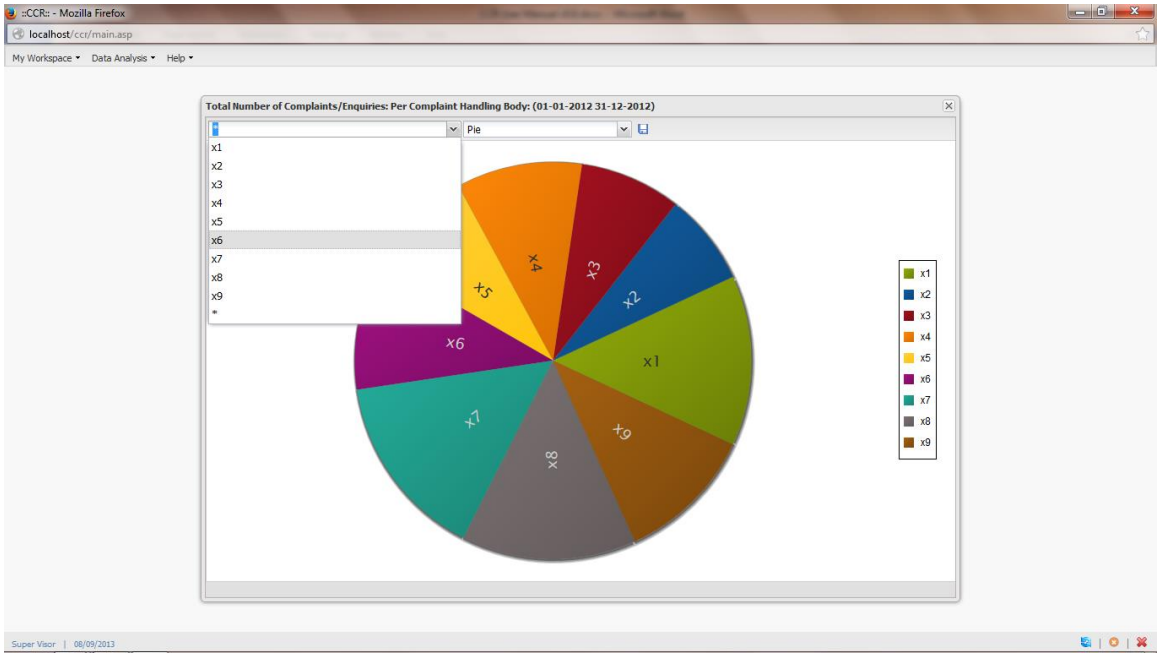
9.2.4 Reporting in the Form of Pies

A sample Report presented in the Form of a Pie is shown below.

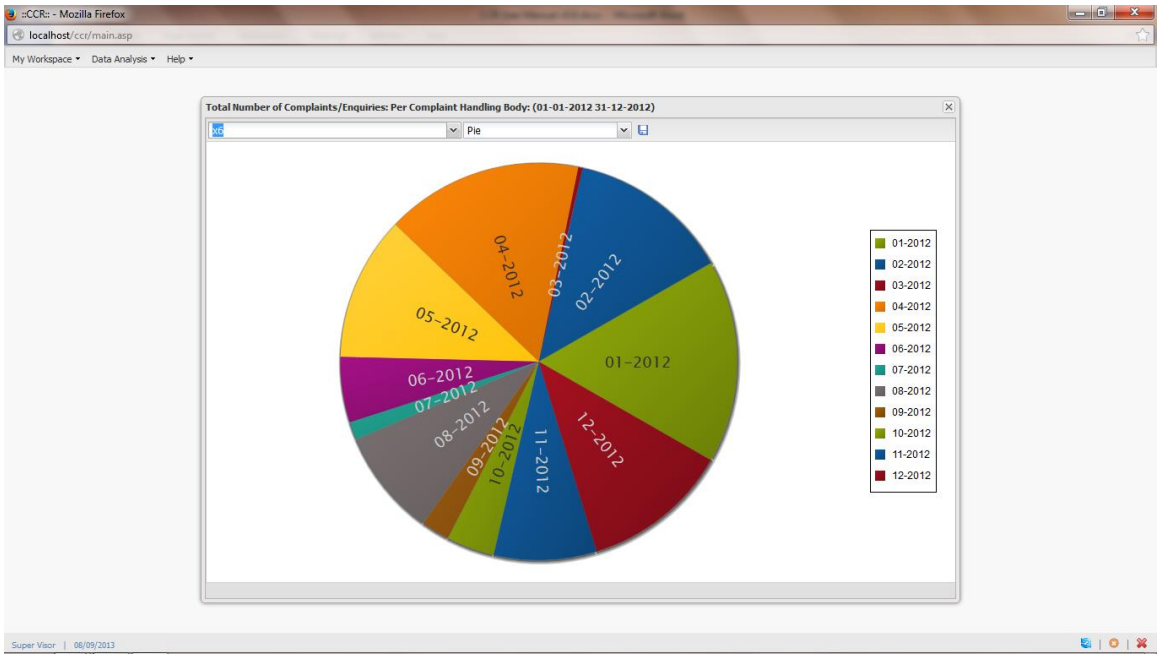
By default the slices of the Pie represent the number of Requests/Cases per selected criteria. For example, the image below displays the total number of Complaints/Enquiries per Complaint Handling Body.



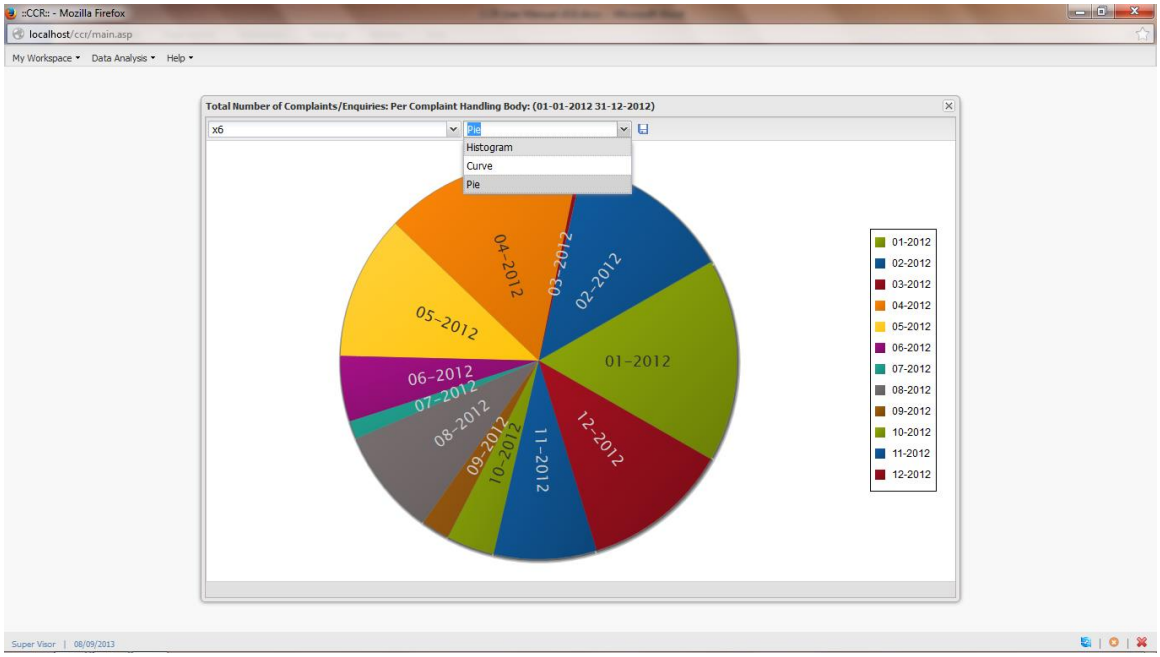
At this point, you may use the pop-down selector to choose a specific Complaint Handling Body to quickly and easy produce a Report that presents in a Pie the number of Complaints/Enquiries for the specific Complaint Handling Body (see below).



In this case the slices of the Pie represent the number of Compalints/Enquiries per month.



For more convenience a pop-down selector is available so that you can change the Form of Presentation from within the Presentation Window to choose the most appropriate view for the specific Report fast and easy.



The produced result may be exported to a file using the disk icon next to the Form selector.

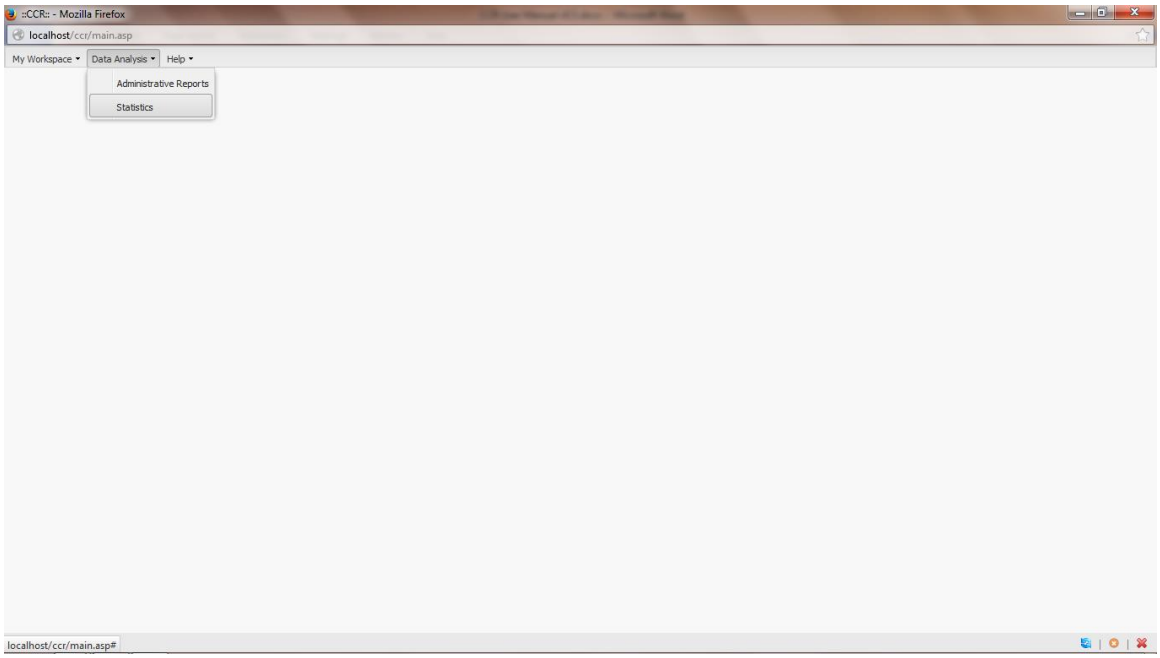
10 STATISTICS

The system has integrated functions for the Analysis of Data and production of Statistics that aim at providing valuable input for Policy Making decisions. Statistics do not include information on consumers' personal data.

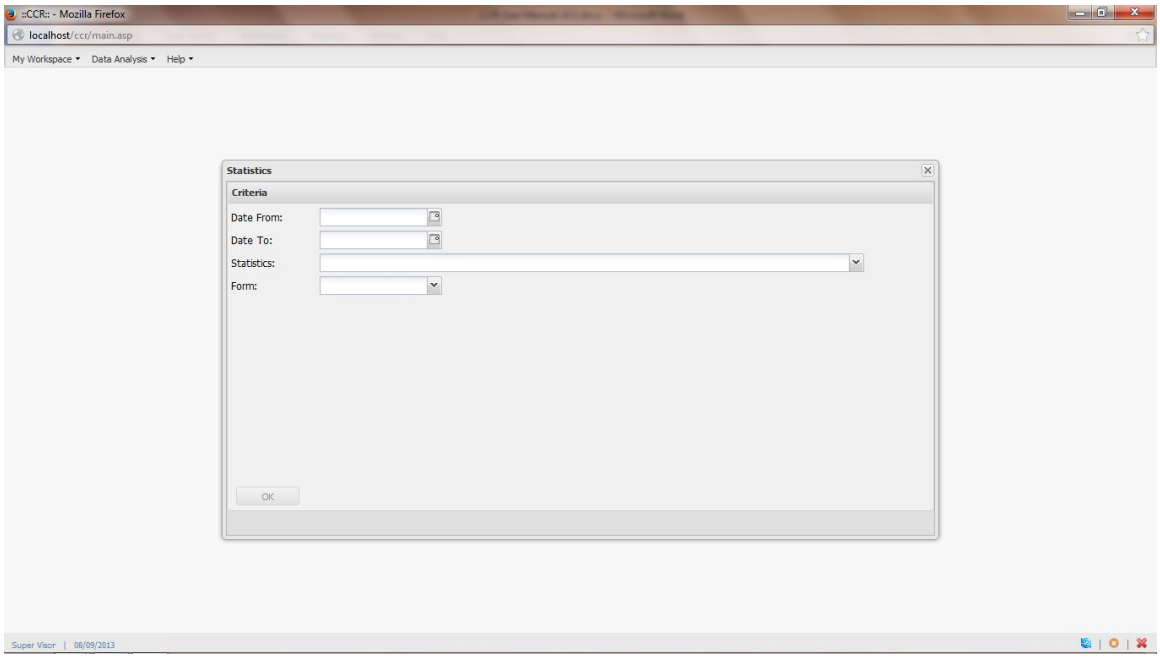
The Analysis of Data for Statistics is a standard function available to the following types of Users bearing the corresponding privileges:

1. Managers of CCPs, CHBs and ADRs, who may produce Statistics accessing data related to Requests and Cases submitted in and/or Handled by their Body;
2. The Secretariat of the CCR, who may produce Statistics accessing all data stored in the system;
3. The Supervisor of the CCR, who may produce Statistics accessing all data stored in the system;
4. Special External Users of the system, who may produce Statistics accessing all data stored in the system.

On the Menu select *Data Analysis/Statistics*.



This will open the application window Statistics which provides tools for the definition of the Period and Type of Statistics as well as for the selection of the Form for the Presentation of the results.

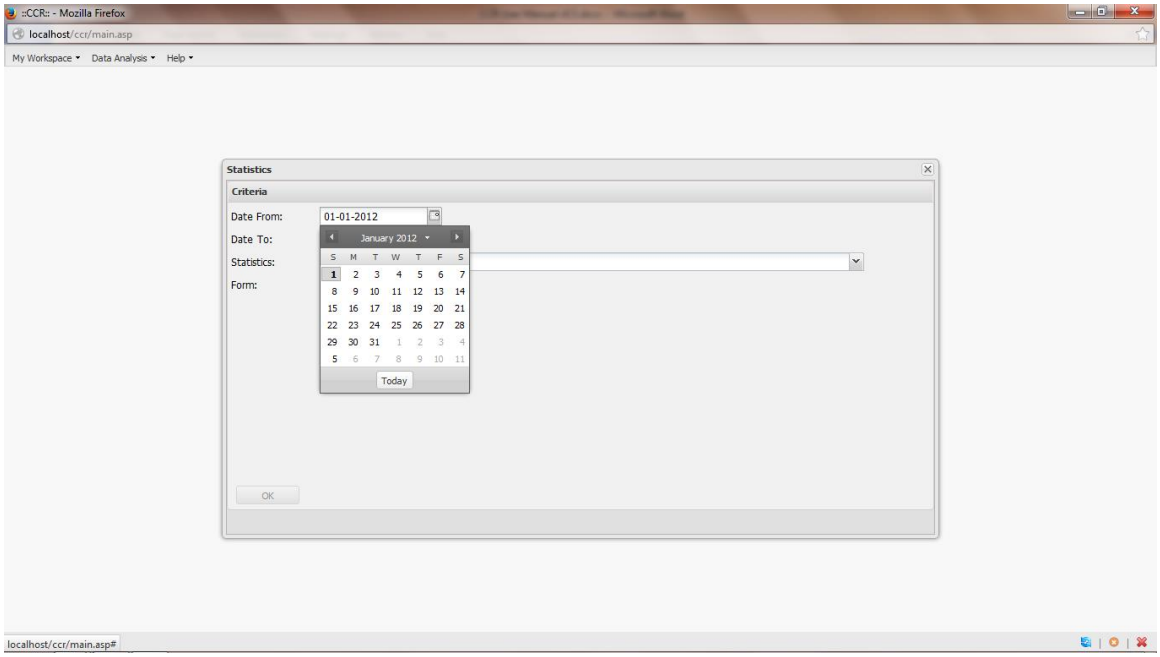


To produce the desired statistics you will have to provide the following criteria:

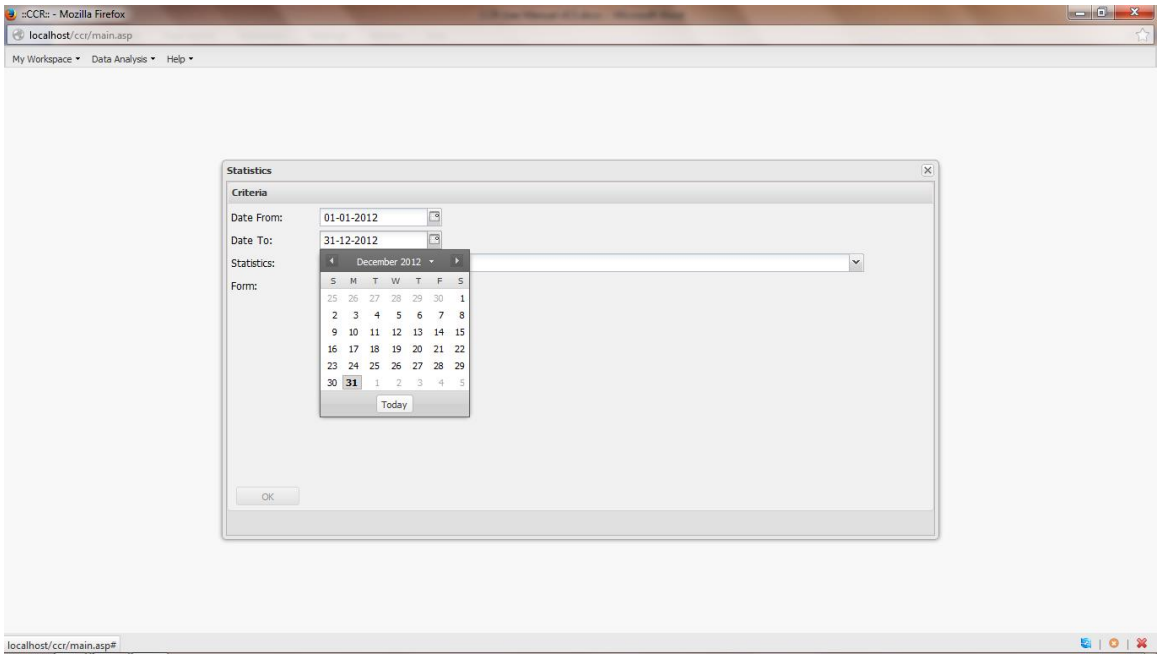
1. the Period for which you require the production of statistics;
2. the Type of statistics (select amongst a set of predefined options); and
3. the Form for Presentation of Statistics (select amongst a set of predefined options).

10.1 Defining the Criteria for Statistics

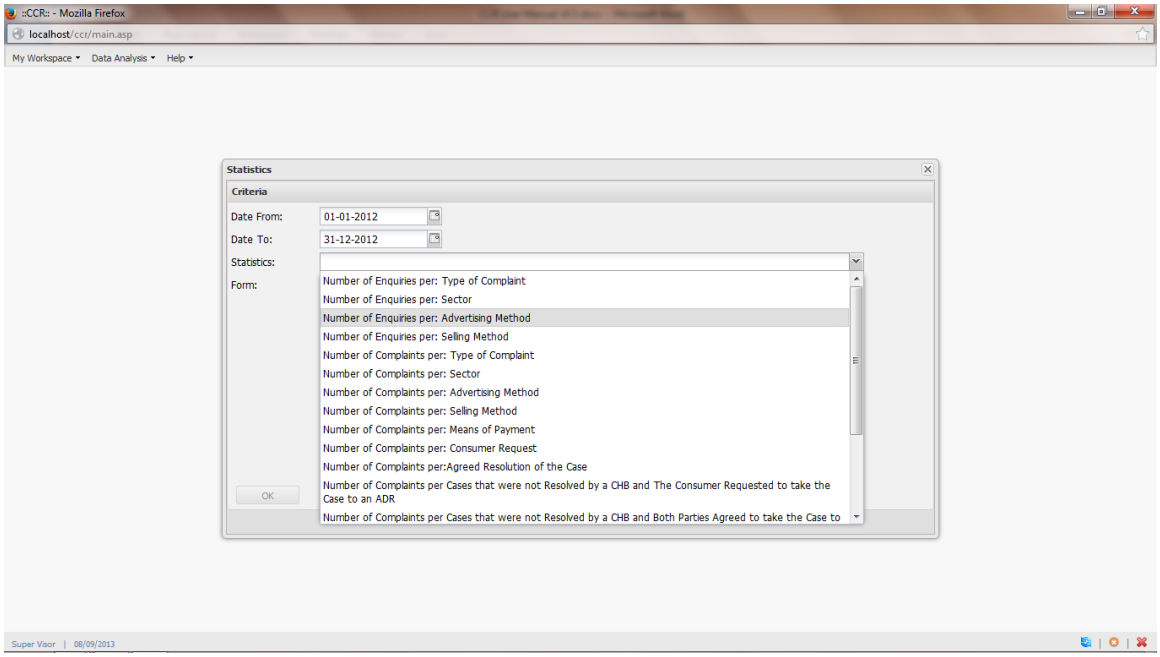
Click on the field next to the label ‘Date From’ to enable the visual calendar tool in order to select the Start Date of the Period for Statistics.



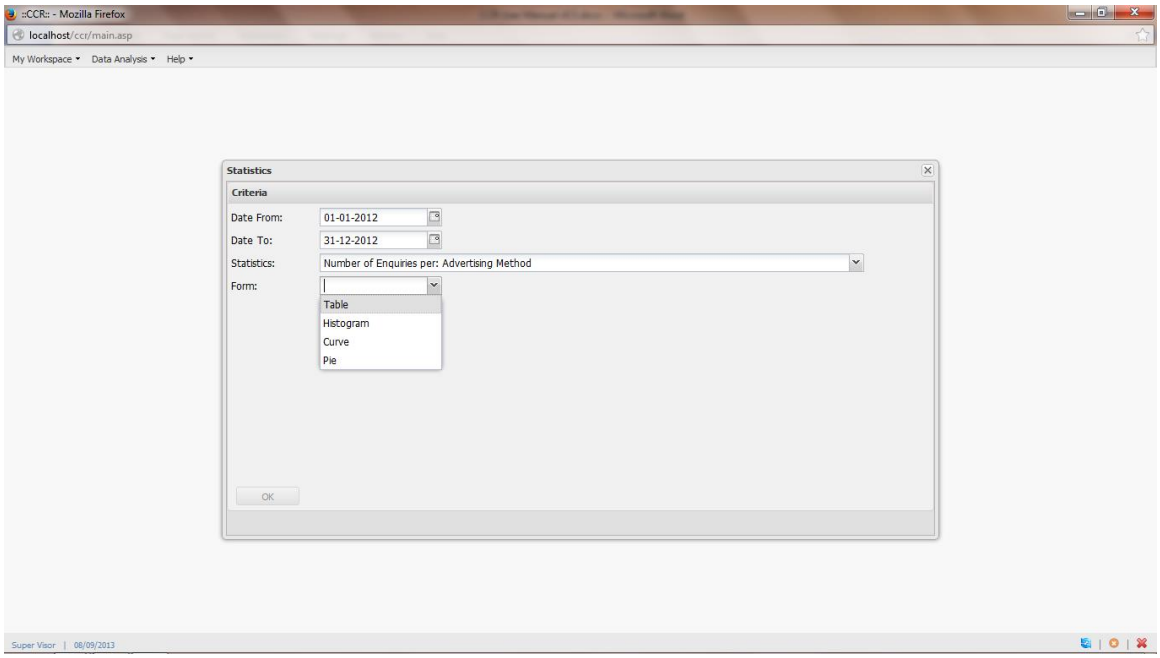
Click on the field next to the label ‘Date To’ to enable the visual calendar tool in order to select the End Date of the Period for Statistics.

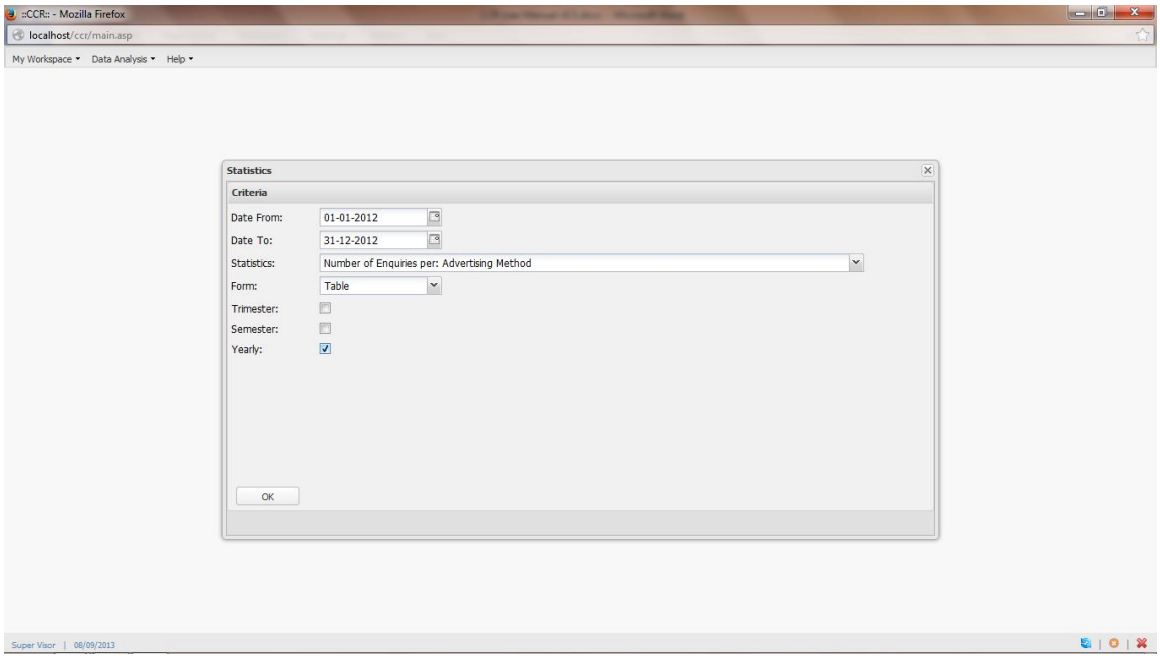


Using the pop-down selector chose the desired Type of Statistics amongst the set of predefined Types.


::CCR:: - Mozilla Firefox
localhost/ccr/main.asp
My Workspace
Data Analysis
Help
Statistics
Criteria
Date From:
01-01-2012
Date To:
31-12-2012
Statistics:
Form:
Number of Enquiries per: Type of Complaint
Number of Enquiries per: Sector
Number of Enquiries per: Advertising Method
Number of Enquiries per: Selling Method
Number of Complaints per: Type of Complaint
Number of Complaints per: Sector
Number of Complaints per: Advertising Method
Number of Complaints per: Selling Method
Number of Complaints per: Means of Payment
Number of Complaints per: Consumer Request
Number of Complaints per:Agreed Resolution of the Case
Number of Complaints per Cases that were not Resolved by a CHB and The Consumer Requested to take the Case to an ADR
Number of Complaints per Cases that were not Resolved by a CHB and Both Parties Agreed to take the Case to
OK
Super Visor | 08/09/2013

Using the pop-down selector chose the desired Form for Presentation of Statistics amongst the set of predefined Form Types.





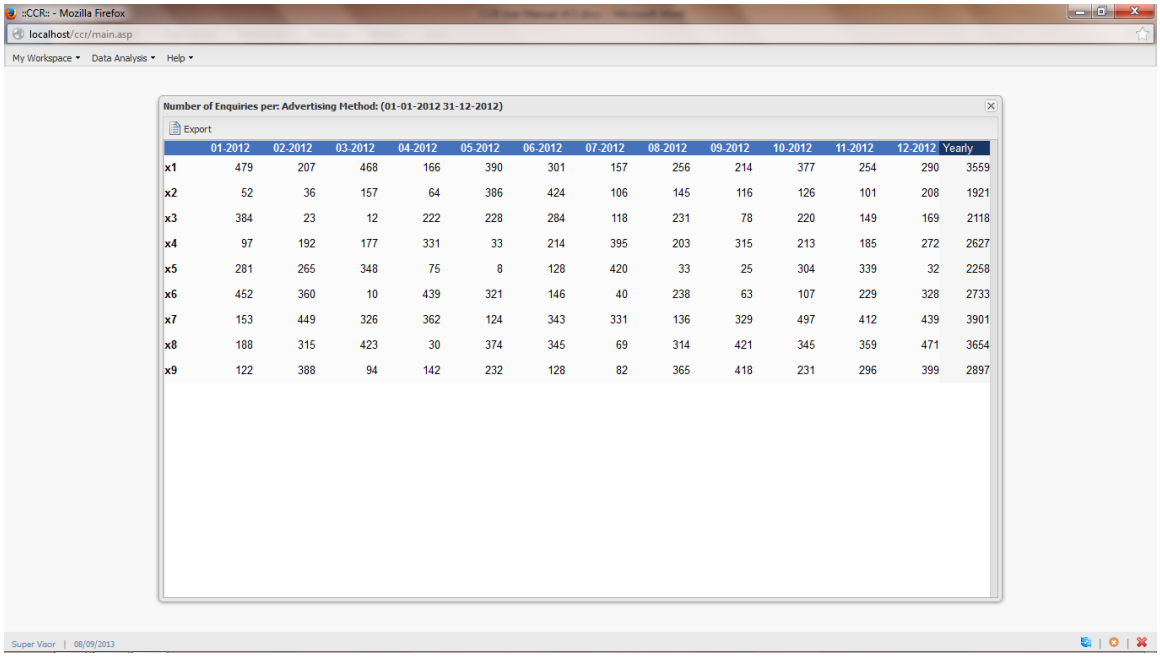
If you select to display the statistics in the form of tables you may also determine whether you need columns with sub-totals per quarter and/or six-month periods and/or year.

10.2 Presentation of Statistics

The result of produced statistics is presented in a new Presentation Window.

10.2.1 Statistics in Tables

A sample of Statistics presented in the Form of Table is shown below.



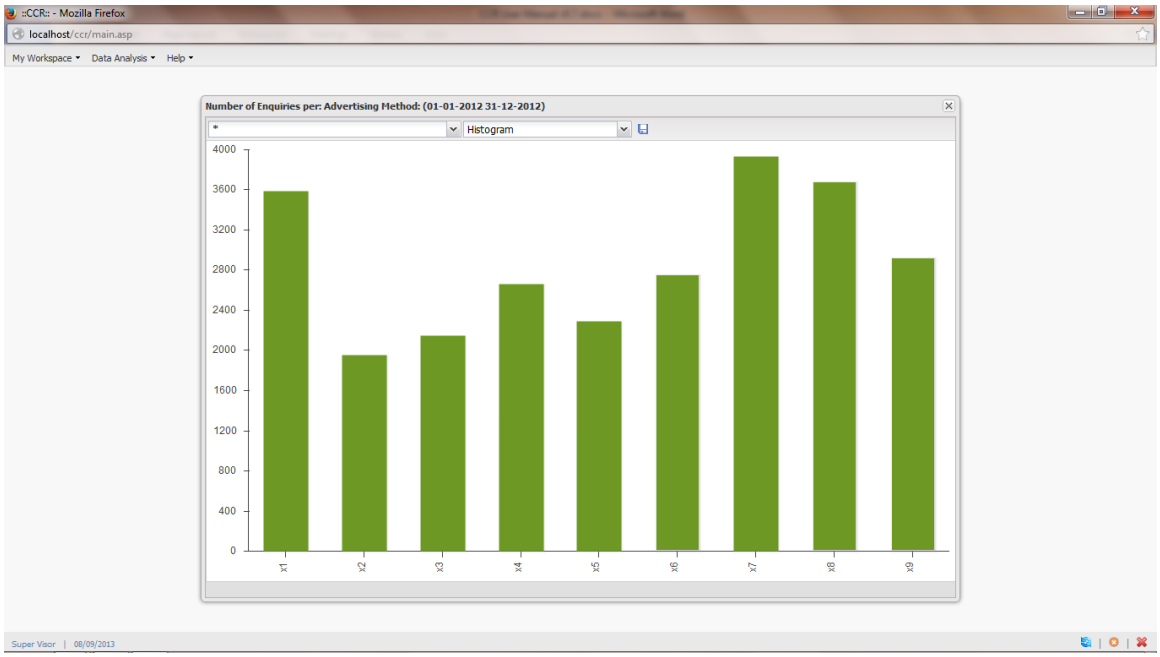
	01-2012	02-2012	03-2012	04-2012	05-2012	06-2012	07-2012	08-2012	09-2012	10-2012	11-2012	12-2012	Yearly
x1	479	207	468	166	390	301	157	256	214	377	254	290	3559
x2	52	36	157	64	386	424	106	145	116	126	101	208	1921
x3	384	23	12	222	228	284	118	231	78	220	149	169	2118
x4	97	192	177	331	33	214	395	203	315	213	185	272	2627
x5	281	265	348	75	8	128	420	33	25	304	339	32	2258
x6	452	360	10	439	321	146	40	238	63	107	229	328	2733
x7	153	449	326	362	124	343	331	136	329	497	412	439	3901
x8	188	315	423	30	374	345	69	314	421	345	359	471	3654
x9	122	388	94	142	232	128	82	365	418	231	296	399	2897

Click on *Export* on top left of the application window to export the produced result to a file.

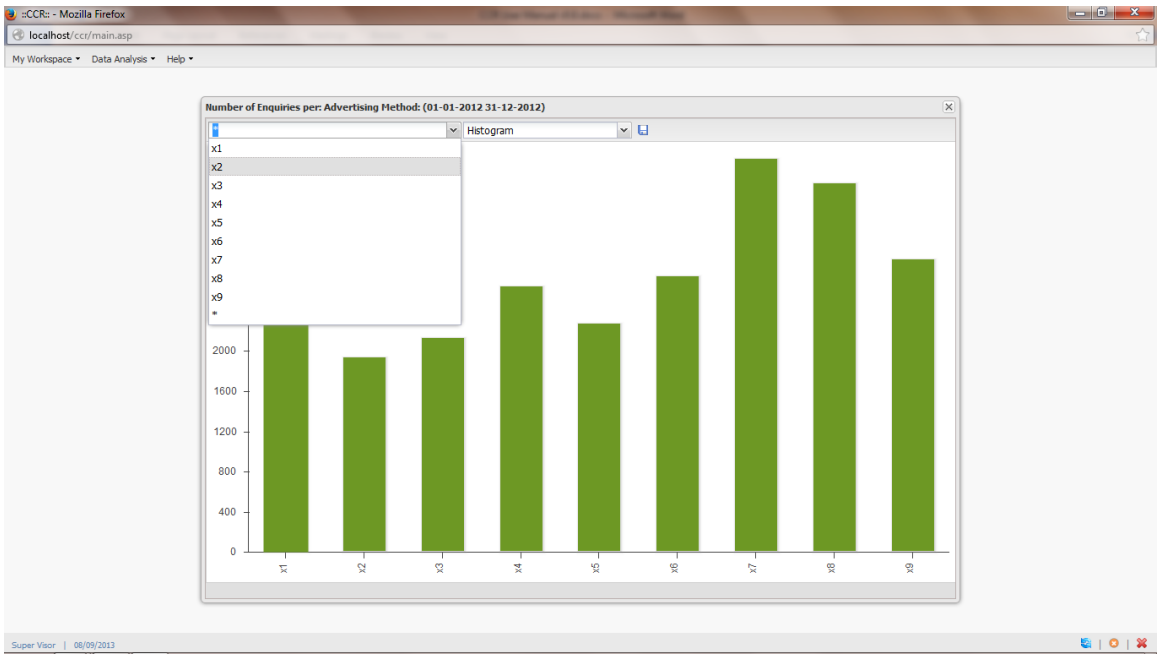
10.2.2 Statistics in Columns

A sample of Statistics presented in the Form of Columns is shown below.

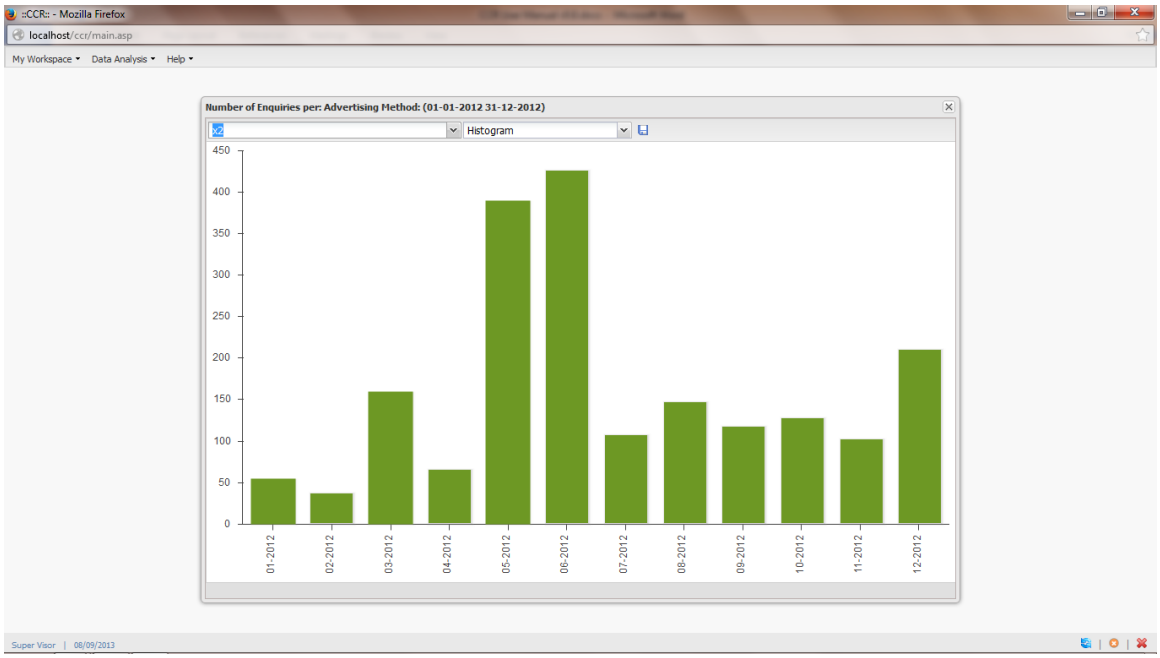
By default the Columns represent the number of Requests/Cases per selected criteria. For example, the image below displays the total number of Enquiries per Advertising Method.



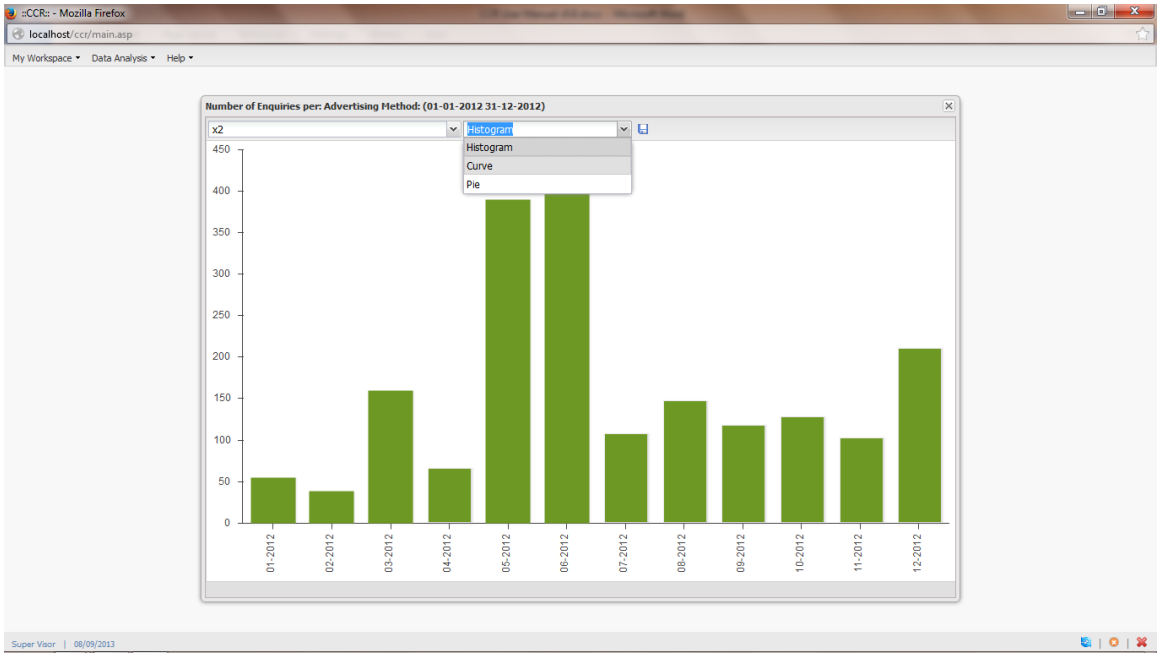
At this point, you may use the pop-down selector to choose a specific Advertising Method to quickly and easy produce statistics that present in Columns the number of Enquiries for the specific Advertising Method (see below).



In this case the Columns represent the number of Enquiries per month.



For more convenience a pop-down selector is available so that you can change the Form of Presentation from within the Presentation Window to choose the most appropriate view for the specific statistics fast and easy.

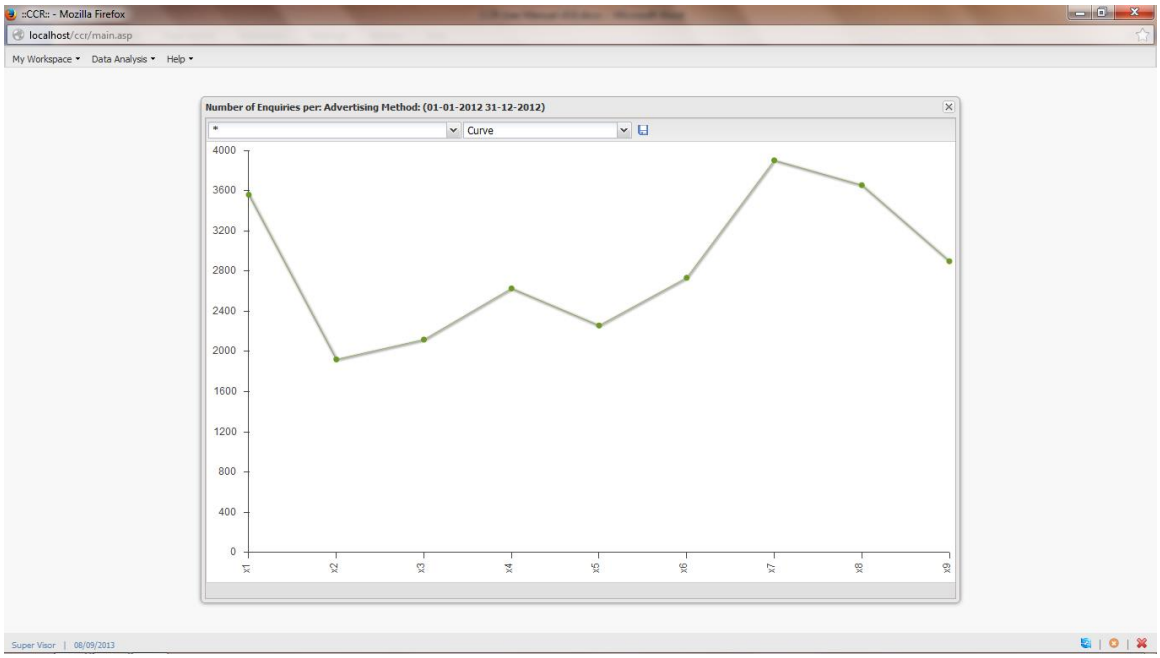


The produced result may be exported to a file using the disk icon next to the Form selector.

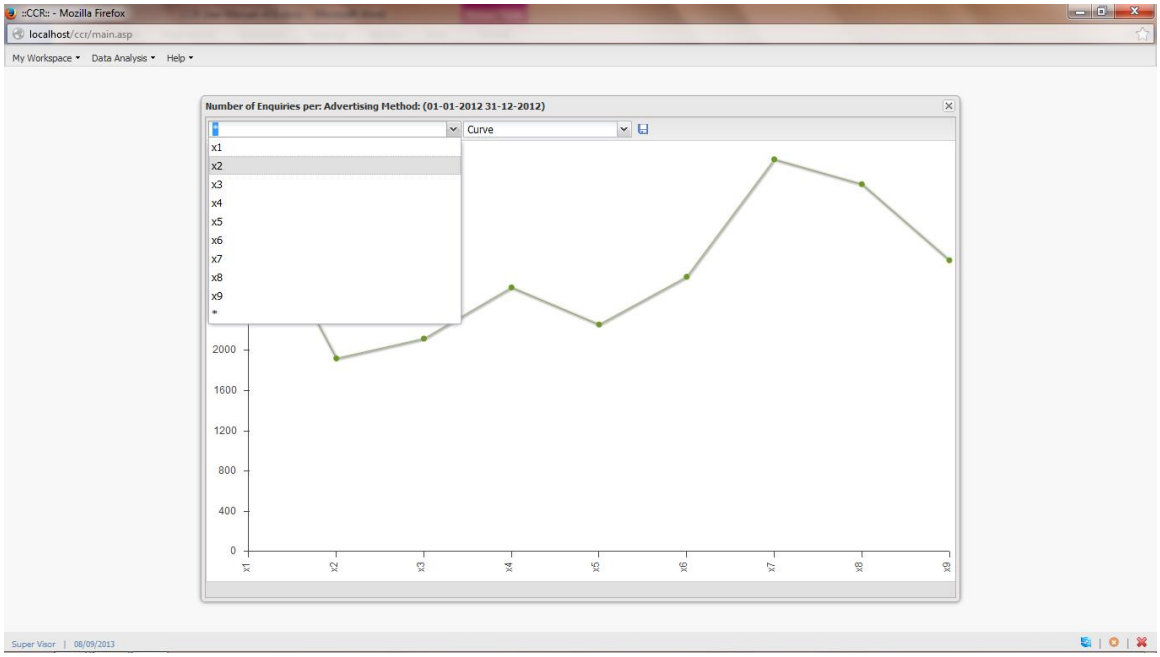
10.2.3 Statistics in Curved Lines

A sample of Statistics presented in the Form of a Curve is shown below.

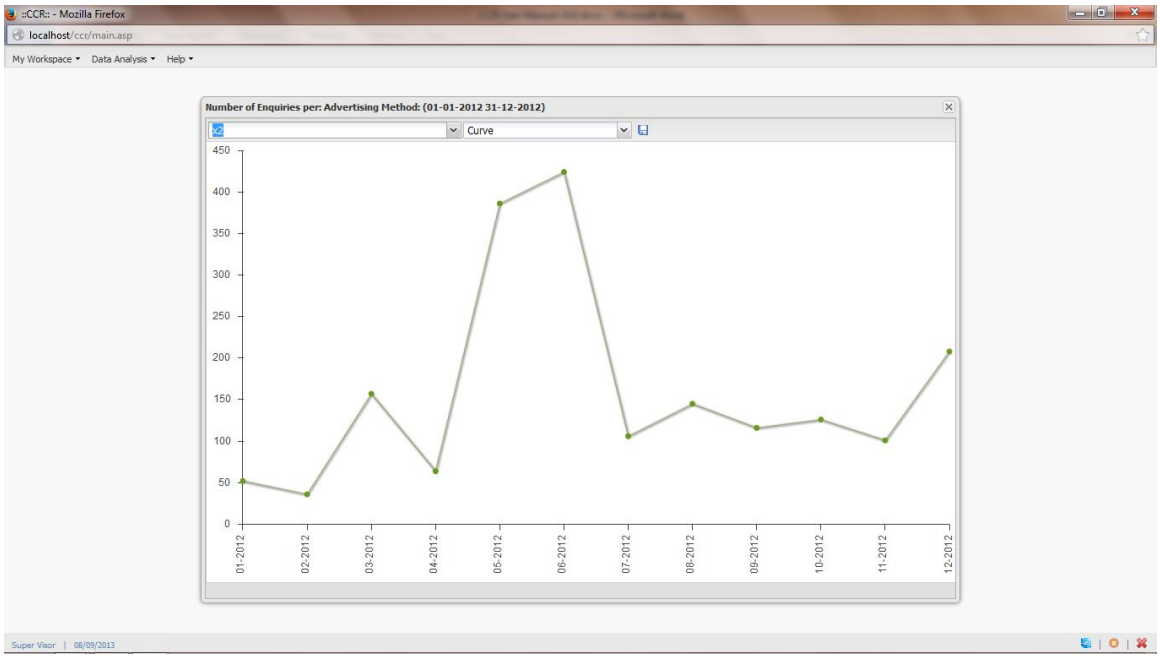
By default the Curve represents the number of Requests/Cases per selected criteria. For example, the image below displays the total number of Enquiries per Advertising Method.



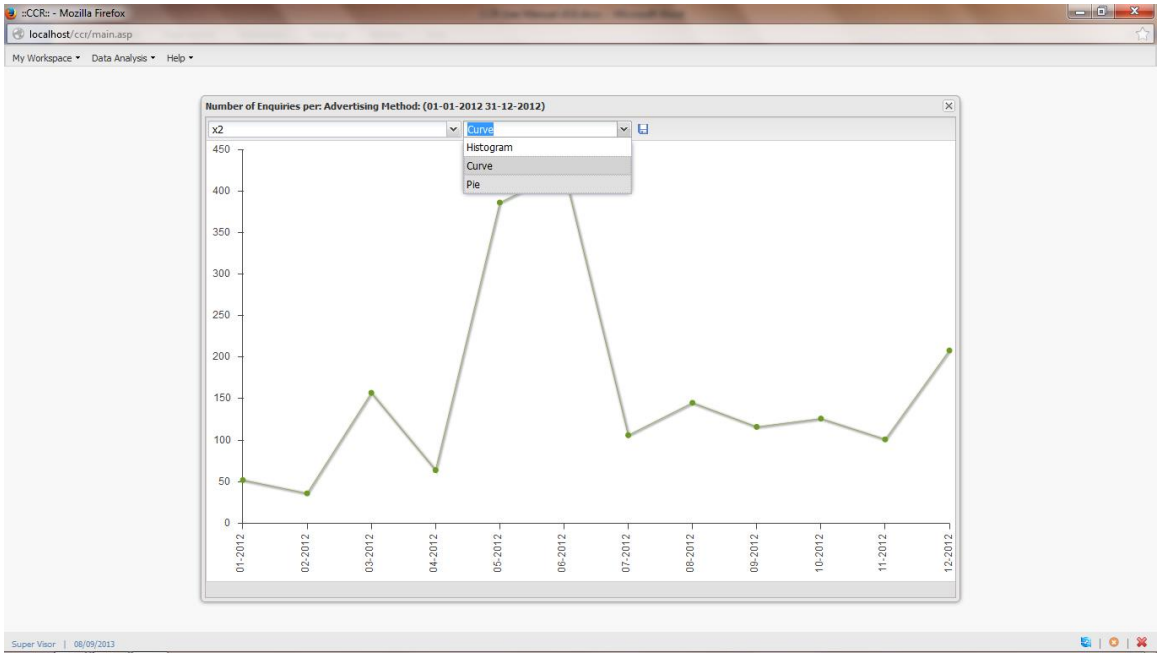
At this point, you may use the pop-down selector to choose a specific Advertising Method to quickly and easy produce statistics that present in a Curve the number of Enquiries for the specific Advertising Method (see below).



In this case the Curve represents the number of Enquiries per month.



For more convenience a pop-down selector is available so that you can change the Form of Presentation from within the Presentation Window to choose the most appropriate view for the specific statistics fast and easy.

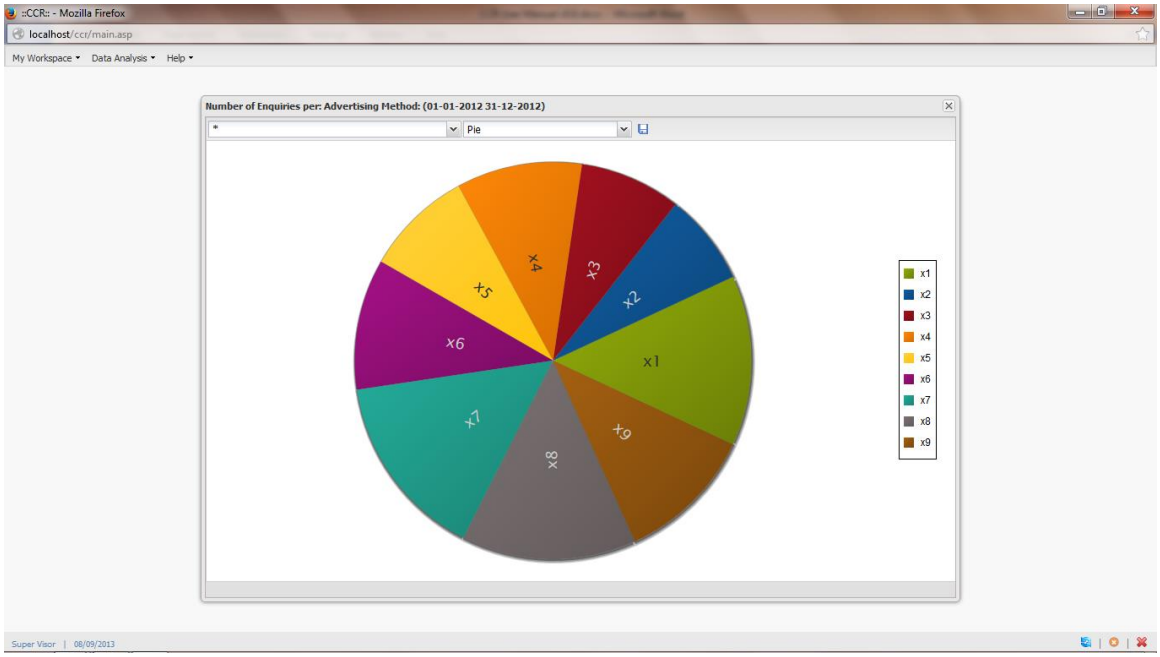


The produced result may be exported to a file using the disk icon next to the Form selector.

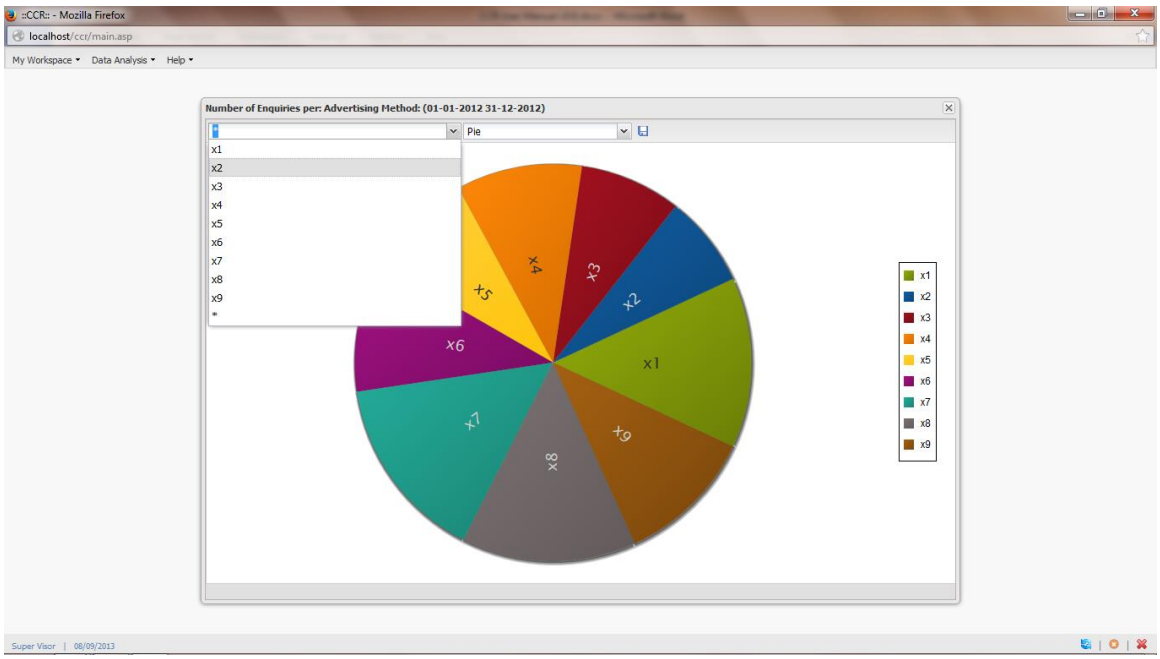
10.2.4 Statistics in Pies

A sample of Statistics presented in the Form of a Pie is shown below.

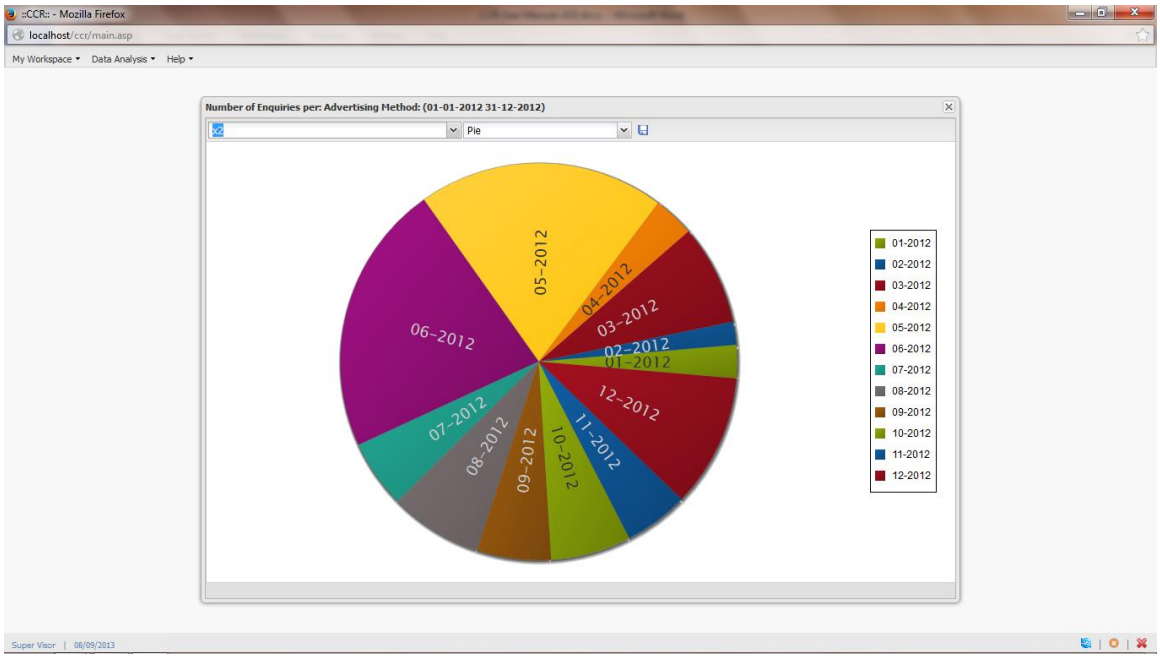
By default the slices of the Pie represent the number of Requests/Cases per selected criteria. For example, the image below displays the total number of Enquiries per Advertising Method.



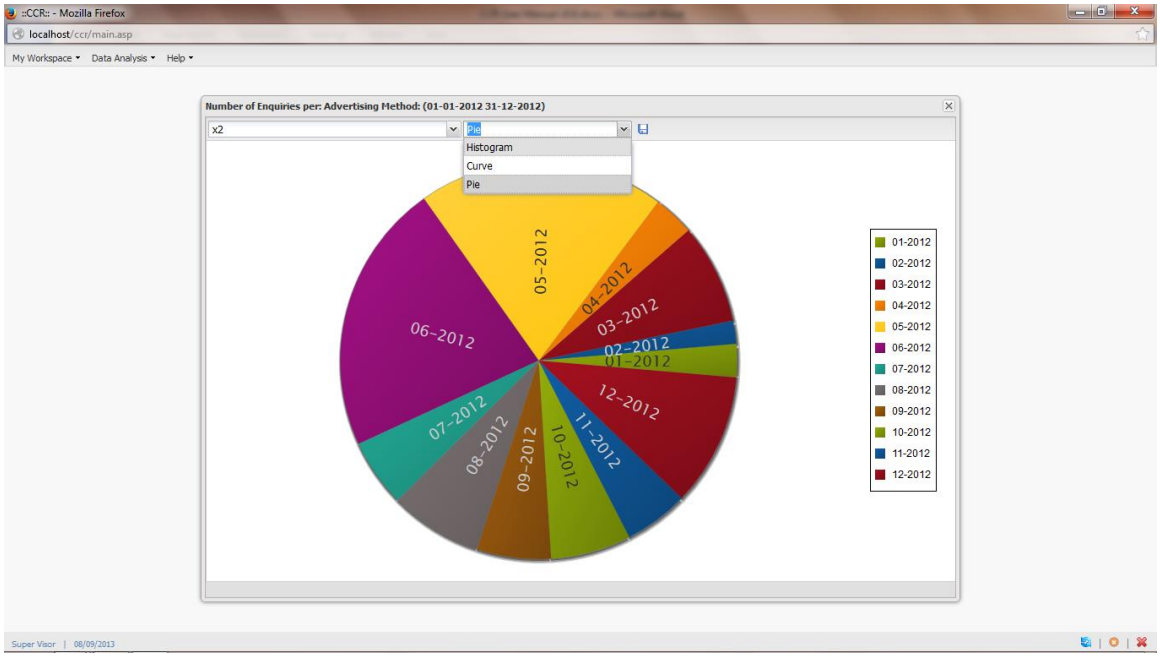
At this point, you may use the pop-down selector to choose a specific Advertising Method to quickly and easy produce statistics that present in a Pie the number of Enquiries for the specific specific Advertising Method (see below).



In this case the slices of the Pie represent the number of Enquiries per month.



For more convenience a pop-down selector is available so that you can change the Form of Presentation from within the Presentation Window to choose the most appropriate view for the specific statistics fast and easy.



The produced result may be exported to a file using the disk icon next to the Form selector.

End of Document